



Upgrading Intelligent Customer Routing

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Chapter 1: Introduction

Purpose

The purpose of this guide is to provide information about upgrading Intelligent Customer Routing from 6.0.x releases to the 7.0 release.

Intended audience

This document is intended for personnel who upgrade Intelligent Customer Routing 6.0.x to 7.0.

Related resources

Documentation

The following table lists the documents related to Intelligent Customer Routing. Download the documents from the Avaya Support website at <http://support.avaya.com>

Title	Description	Audience
Design		
Intelligent Customer Routing Overview and Specification	This guide contains information on the concepts underlying Intelligent Customer Routing. The guide also provides information about features, specifications, and the compatibility of Intelligent Customer Routing with other products. The specifications include information about performance,	All

Title	Description	Audience
	capacity, traffic, security, and licensing.	
Implementation		
Implementing Intelligent Customer Routing (ICR)	This guide provides the deployment scenarios, prerequisites, and procedures to install Intelligent Customer Routing on a single system or multiple systems. Topics include information about installing components of ICR and configuring Avaya Aura[®] Communication Manager, Avaya Aura[®] Session Manager, and Avaya Aura[®] Experience Portal for ICR. Also contains the information about configuring ICR properties, importing certificates, and uninstalling ICR.	Planning Engineers Implementation Engineers Administrators
Maintenance and Troubleshooting		
Troubleshooting Intelligent Customer Routing (ICR)	This guide provides the troubleshooting tips related to: • ICR installation • ICR administration • ICR reporting • ICR components, such as Core and applications This guide also contains the diagnostic procedures for collecting logs, setting the log levels, enabling the logging for ICR applications, and generating the new certificates that are expired.	Administrators Service Engineers
Administration		
Administering Intelligent Customer Routing (ICR)	This guide provides information about administering and managing ICR components, configuring ICR applications, monitoring real time and historical reports, managing licenses and certificates, troubleshooting errors, and identifying the events and alarms. This guide is available in the PDF format and also as an online help integrated with the application.	Administrators

Title	Description	Audience
Online Help for Intelligent Customer Routing (ICR)	This is the online help integrated with the ICR application Web interface. This online help contains the procedures that you need to perform to configure ICR, troubleshoot the errors that occurs in ICR, and identify the events and alarms that ICR displays. When you click the help link on an application Web page, the application opens the corresponding help page in a browser window.	Administrators
Developer		
Intelligent Customer Routing Developer Guide	This guide provides the information about developing applications using ICR Pluggable Data Connector (PDC), creating custom reports for ICR using the AAEP custom report, and sample applications that ICR provides.	Application Developers
Related documents		
Implementing Avaya Aura® Experience Portal	This guide provides information about installing and configuring Avaya Aura® Experience Portal.	Implementation Engineers
Administering Avaya Aura® Experience Portal	This guide provides information about administering and managing Avaya Aura® Experience Portal.	Administrators
Avaya Aura® Orchestration Designer Developers Guide	This guide provides the detailed information and procedures for using Avaya Aura® Orchestration Designer features and options to create speech, message, and call control applications.	Implementation Engineers ICR Application Developers

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title
5C00092I	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, and Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
5C00092V	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, and Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
5C00090V	Avaya Aura® Experience Portal , Avaya Aura® Orchestration Designer, and Avaya Proactive Outreach Manager Maintenance and Troubleshooting
5C00090I	Avaya Aura® Experience Portal , Avaya Aura® Orchestration Designer, and Avaya Proactive Outreach Manager Maintenance and Troubleshooting
4C00101W	Avaya Aura® Experience Portal Administration
4C00100V	Avaya Aura® Experience Portal Implementation
4C00100I	Avaya Aura® Experience Portal Implementation
V: Instructor led virtual course	
I: Instructor led course	
W: Self-paced course	

Avaya Mentor videos

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About this task

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- To find the Avaya Mentor videos on YouTube, go to <http://www.youtube.com/AvayaMentor> and perform one of the following actions:
 - Enter a key word or key words in the Search Channel to search for a specific product or topic.
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Warranty

Avaya provides a 3-month limited warranty on Intelligent Customer Routing. Detailed terms and conditions are contained in the sales agreement or other applicable documentation and establish the terms of the limited warranty. In addition, Avaya's standard warranty description and details for support under warranty are available at the Avaya Support under More Resources for Maintenance and Warranty Information. See specifically Avaya Software License Terms.

Chapter 2: Upgrade overview

Intelligent Customer Routing (ICR) Release 7.0 provides the necessary scripts, the backup and restore procedures, and the component installers to upgrade your ICR Release 6.0.x to Release 7.0.

When you upgrade ICR, you upgrade the following ICR components:

- ICR Admin
- ICR CCA
- ICR Core
- ICR PDC

The *Upgrading Intelligent Customer Routing* guide provides information about the upgrade prerequisites and the procedures that you can use to upgrade the ICR components. You can upgrade all ICR components either on a single system or on multiple systems.

The upgrade process keep the configurations of the installed ICR components.

Chapter 3: Upgrading ICR 6.0.x to 7.0

Upgrade prerequisites

Intelligent Customer Routing (ICR) is a managed application of Avaya Aura® Experience Portal. Therefore, Avaya Aura® Experience Portal and ICR have common hardware and software specifications. However, following are the specific prerequisites for ICR:

Hardware prerequisites

- RAM: 4 GB or more

Note:

For more information about the minimum hardware requirements, see *Avaya Aura® Experience Portal Overview and Specification*.

Operating system prerequisites

- Disable the firewall or antivirus software running on the system.
- Set `selinux` to the permissive mode. For more information, see the Linux operating system documentation.
- Synchronize the time between all the Avaya Aura® Experience Portal and ICR systems.

Related topics:

[Upgrade worksheet](#) on page 15

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Backing up ICR properties files](#) on page 31

[Restoring the backed up ICR properties files](#) on page 33

[Mounting the ICR software media](#) on page 153

Upgrade worksheet

Collect data according to the information specified in the following table:

Requirement/ Information needed	Your value	Required for	Notes
The IP address or the host name of the ICR Core system	IP Address: _____	ICR Core	For Terracotta server configuration.
The IP address or the host name of the ICR CCA system	IP Address: _____	ICR CCA	
The IP address of the primary Experience Portal Manager system	IP Address: _____	• ICR Core • ICR CCA	
The product ID of Experience Portal Manager	Product ID: _____	ICR Core	You can view the product ID of Avaya Aura® Experience Portal on the System Monitor page. To view the product ID, see Viewing the EPM product ID on page 16.
The IP address of the system to store the backed up ICR properties files	IP Address: _____	All ICR components	

Related topics:

[Upgrade prerequisites](#) on page 15

[Viewing the product ID of Avaya Aura Experience Portal](#) on page 16

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Backing up ICR properties files](#) on page 31

[Restoring the backed up ICR properties files](#) on page 33

[Mounting the ICR software media](#) on page 153

Viewing the product ID of Avaya Aura® Experience Portal

About this task

When installing ICR Core, you need to provide the product ID of Avaya Aura® Experience Portal to the installer. You can view the product ID on the System Monitor page of Experience Portal Manager.

Procedure

1. From the Experience Portal Manager main menu in the left navigation pane, click **Real-Time Monitoring > System Monitor**.
 2. In the **Server Name** column, click the **EPM** link.
 3. In the **General Information** area, the **Product ID** field displays the product ID of Avaya Aura® Experience Portal.
-

Upgrading ICR on a Red Hat Linux system

On a Red Hat Linux system, you cannot directly upgrade ICR. You must install ICR components and then restore your configurations of the installed components.

This section provides detailed information about upgrading ICR on a single system and multiple systems with Red Hat Linux operating system.

After you complete upgrading ICR to Release 7.0, configure the upgraded ICR components. For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Upgrade prerequisites](#) on page 15

[Upgrade worksheet](#) on page 15

[Upgrading ICR on a single system with Red Hat Linux](#) on page 18

[Upgrading ICR on multiple systems with Red Hat Linux](#) on page 19

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Backing up ICR properties files](#) on page 31

[Restoring the backed up ICR properties files](#) on page 33

[Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123

[Fetching the updated EPM certificate on the ICR CCA system](#) on page 124

[Fetching the updated EPM certificate on the ICR Core system](#) on page 125

[Importing the ICR Core certificate on the application server](#) on page 126

[Mounting the ICR software media](#) on page 153

Upgrading ICR on a single system with Red Hat Linux

Before you begin

- Complete the upgrading prerequisites. See [Upgrade prerequisites](#) on page 15.
- Collect the required information for upgrade. See [Upgrade worksheet](#) on page 15.

Procedure

1. Back up Experience Portal Manager and ICR configurations using the backup procedure that Avaya Aura® Experience Portal provides.
For information about backing up the existing data, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
2. Back up the properties files of all ICR components.
For more information, see [Backing up ICR properties files](#) on page 31.
3. Upgrade Red Hat Linux operating system.
For more information about upgrading Red Hat Enterprise Linux on a single server system, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
4. Restore the Experience Portal Manager and ICR configurations using the restore procedures that Experience Portal provides.
For more information about copying and restoring the backup files, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
5. Upgrade Experience Portal Manager and Media Processing Platform (MPP).
For information about upgrading Experience Portal Manager and Media Processing Platform on a single server, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
6. Log out from the current Linux session and open a new Linux session.
7. Install the ICR Admin, ICR Core, and ICR CCA components.
For more information, see [Installing ICR on a single system](#) on page 43. To install ICR in the silent mode, see [Installing ICR in a silent mode](#) on page 74.
8. Log out from the current Linux session and open a new Linux session.
9. Restore the backed up properties files of ICR Admin, ICR Core, and ICR CCA.
For more information, see [Restoring the backed up ICR properties files](#) on page 33.
10. From the Experience Portal Manager interface, fetch the new ICR Core certificate.
For more information, see [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123.

Next steps

1. Upgrade the ICR PDC component.

For more information, see [Upgrading the ICR pluggable data connector](#) on page 38.

*** Note:**

After upgrading ICR PDC, if you change the application server, you must fetch the ICR Core certificate of the upgraded ICR Core systems on the application server.

2. On the application server, import the new ICR Core certificate.

For more information, see [Importing the ICR Core certificate on the application server](#) on page 126.

3. Configure ICR. See *Administering Intelligent Customer Routing*.

4. On the **Call Control Application (CCA) Properties** tab of the Change ICR Applications page, update the ICR CCA property values according to the property values in the restored `icrcca.properties` file.

For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Upgrading ICR on multiple systems with Red Hat Linux](#) on page 19

[Upgrading ICR on a single system with Avaya Linux](#) on page 24

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

Upgrading ICR on multiple systems with Red Hat Linux

Before you begin

- Complete the upgrading prerequisites. See [Upgrade prerequisites](#) on page 15.
- Collect the required information for upgrade. See [Upgrade worksheet](#) on page 15.

Procedure

1. Back up Experience Portal Manager and ICR configurations using the backup procedure that Avaya Aura® Experience Portal provides.

For information about backing up the existing data, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

2. Back up the properties files of all ICR components.

For more information, see [Backing up ICR properties files](#) on page 31.

3. Upgrade Red Hat Linux on the system on which you want to upgrade the primary Experience Portal Manager.

For more information about upgrading Red Hat Enterprise Linux on the dedicated EPM server, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

4. Restore the Experience Portal Manager and ICR configurations using the restore procedures that Avaya Aura® Experience Portal provides.
For more information about copying and restoring the backup files, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
5. Upgrade the primary Experience Portal Manager.
For more information about upgrading the primary EPM on Red Hat Enterprise Linux, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
6. Log out from the current Linux session and open a new Linux session.
7. Install ICR Admin on the primary Experience Portal Manager system.
For more information, see [Installing ICR Admin](#) on page 48. To install ICR Admin in the silent mode, see [Installing ICR in a silent mode](#) on page 74.
8. Log out from the current Linux session and open a new Linux session.
9. Restore the backed up ICR Admin properties file.
For more information, see [Restoring the backed up ICR properties files](#) on page 33.
10. Reestablish the communication link between Experience Portal Manager and Media Processing Platform.
For more information about reestablishing the link between the EPM and the upgraded MPP, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
11. For each ICR Core and ICR CCA systems, update and fetch the certificates.

*** Note:**

After you upgrade Experience Portal Manager, the certificate on the Experience Portal Manager system changes. Therefore, you must fetch the new certificate on the Experience Portal Manager system where you installed ICR Core and ICR CCA. After fetching the certificate on the Experience Portal Manager system, you can administer the ICR Core and ICR CCA components.

- a. On the ICR Core and the ICR CCA system, fetch the certificate of the upgraded Experience Portal Manager system.
For more information, see [Fetching the updated EPM certificate on the ICR Core system](#) on page 125 and [Fetching the updated EPM certificate on the ICR CCA system](#) on page 124.
- b. On the upgraded primary Experience Portal Manager system, fetch the certificate of the ICR Core system.
For more information, see [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123.
- c. From the ICR Manager page, start the ICR Core server for which you fetched the certificate on the upgraded primary Experience Portal Manager system.

For more information about starting the ICR Core server, see *Administering Intelligent Customer Routing*.

12. Upgrade the Red Hat Linux operating system on Media Processing Platform.
For more information about upgrading Red Hat Enterprise Linux on the dedicated MPP server, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
13. Upgrade Media Processing Platform (MPP).
For information about upgrading the MPP software, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
14. Upgrade ICR Core and ICR CCA on all systems one after the other, not simultaneously.

 Note:

If you installed ICR Core or ICR CCA or both on multiple systems, you must perform the following sub steps on each system.

 Important:

If you configured ICR Core servers in a Terracotta server cluster, start upgrading the ICR Core from the system on which the Terracotta server is configured in a passive mode. After you complete upgrading all ICR Core systems with Terracotta server in a passive mode, upgrade the ICR Core system on which Terracotta server is configured in an active mode.

To find which ICR Core system has Terracotta server in Active or Passive modes, run the command: `$AVAYA_ICRCORE_HOME/terracotta-server/bin/server-stat.sh`.

If the system displays the error message: `./server-stat.sh: the JAVA_HOME environment variable is not defined correctly`, run the command: `export JAVA_HOME=/opt/Avaya/ICR/ICRCore/Java/` and then verify the Terracotta server mode.

- a. Upgrade Red Hat Linux on the system where the Terracotta server is running in the passive mode.
For more information, see *Upgrading Red Hat Enterprise Linux on the dedicated EPM server* in *Upgrading to Avaya Aura® Experience Portal 7.0*.
- b. Upgrade the auxiliary Experience Portal Manager system, if available.
For more information, see *Upgrading an Auxiliary EPM system* in *Upgrading to Avaya Aura® Experience Portal 7.0*.
- c. Log out from the current Linux session and open a new Linux session, if you upgraded the auxiliary Experience Portal Manager system.
- d. Install the ICR Core component.

*** Note:**

If the ICR CCA component is also present on the same system, install both ICR CCA and ICR Core components together.

For more information about installing ICR Core, see [Installing ICR Core](#) on page 57. For more information about installing ICR CCA, see [Installing ICR CCA](#) on page 53. To install ICR Core or ICR CCA in the silent mode, see [Installing ICR in a silent mode](#) on page 74.

- e. Log out from the current Linux session and open a new Linux session.
- f. Restore the backed up ICR Core properties file.

For more information, see [Restoring the backed up ICR properties files](#) on page 33.

- g. Restore the backed up ICR CCA properties file.

*** Note:**

Perform this step only if you installed ICR CCA with ICR Core.

For more information, see [Restoring the backed up ICR properties files](#) on page 33.

- h. On the upgraded primary Experience Portal Manager system, fetch the certificate of the upgraded ICR Core system.

For more information, see [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123.

- i. On each application server, fetch the certificate of the upgraded ICR Core system. Fetch the certificate on each application server one after the other, not simultaneously.

For more information, see [Importing the ICR Core certificate on the application server](#) on page 126.

- 15. Configure the upgraded ICR Core systems in a Terracotta server cluster.

For more information, see [Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132.

- 16. Upgrade ICR CCA on all systems one after the other, not simultaneously.

*** Note:**

If you installed ICR CCA on multiple systems, you must perform the following sub steps on each system. However, you must perform the following sub steps only if you did not upgrade ICR CCA with ICR Core or you have systems only with ICR CCA installed.

- a. Upgrade the Red Hat Linux operating system.

For more information about upgrading Red Hat Enterprise Linux on the dedicated EPM server, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

- b. Upgrade the auxiliary Experience Portal Manager system, if available.

For more information about upgrading an Auxiliary EPM system, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

- c. Log out from the current Linux session and open a new Linux session, if you upgraded the auxiliary Experience Portal Manager system.
- d. Install the ICR CCA component.

For more information, see [Installing ICR CCA](#) on page 53. To install ICR CCA in the silent mode, see [Installing ICR in a silent mode](#) on page 74.

- e. Log out from the current Linux session and open a new Linux session.
- f. Restore the ICR CCA properties file that you backed up.

For more information, see [Restoring the backed up ICR properties files](#) on page 33.

Next steps

1. Upgrade the ICR PDC component.

For more information, see [Upgrading the ICR pluggable data connector](#) on page 38.

Note:

After upgrading ICR PDC, if you change the application server, you must fetch the ICR Core certificate of the upgraded ICR Core systems on the application server.

2. On the application server, import the new ICR Core certificate.

For more information, see [Importing the ICR Core certificate on the application server](#) on page 126.

3. Configure ICR. See *Administering Intelligent Customer Routing*.
4. On the **Call Control Application (CCA) Properties** tab of the Change ICR Applications page, update the ICR CCA property values according to the property values in the restored `icrcca.properties` file.

For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Upgrading ICR on a single system with Red Hat Linux](#) on page 18

[Upgrading ICR on a single system with Avaya Linux](#) on page 24

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

Upgrading ICR on an Avaya Linux system

On an Avaya Linux system, you can directly upgrade ICR and then restore your configurations of the upgraded ICR components.

This section provides detailed information about upgrading ICR on a single system and multiple systems with Avaya Linux operating system.

After you complete upgrading ICR to Release 7.0, configure the upgraded ICR components. For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Upgrade prerequisites](#) on page 15

[Upgrade worksheet](#) on page 15

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on a single system with Avaya Linux](#) on page 24

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

[Backing up ICR properties files](#) on page 31

[Restoring the backed up ICR properties files](#) on page 33

[Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123

[Fetching the updated EPM certificate on the ICR CCA system](#) on page 124

[Fetching the updated EPM certificate on the ICR Core system](#) on page 125

[Importing the ICR Core certificate on the application server](#) on page 126

[Mounting the ICR software media](#) on page 153

Upgrading ICR on a single system with Avaya Linux

Before you begin

- Complete the upgrading prerequisites. See [Prerequisites for upgrading](#) on page 15.
- Collect the required information for upgrade. See [Upgrade worksheet](#) on page 15.

Procedure

1. Upgrade the Avaya Linux operating system.
For more information about upgrading Avaya Enterprise Linux, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
2. Upgrade Experience Portal Manager and Media Processing Platform (MPP).
For information about upgrading Experience Portal Manager and Media Processing Platform on a single server, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

3. Log out from the current Linux session and start a new Linux session.
4. Upgrade the ICR Admin, ICR Core, and ICR CCA components.
For more information, see [Upgrading ICR on a single system](#) on page 77. To upgrade ICR in the silent mode, see [Upgrading ICR in a silent mode](#) on page 111.
5. Update the certificates.

! Important:

You must fetch the certificates if you upgrade Experience Portal Manager in the *Interactive* mode. However, you do not need to fetch the certificates if you upgrade Experience Portal Manager in the *Auto* mode.

- a. Update the new ICR Core certificate.
For more information, see [Updating the certificate on the ICR Core system](#) on page 129.
- b. Update the new ICR CCA certificate.
For more information, see [Updating the certificate on the ICR CCA system](#) on page 128.
- c. Update the new Experience Portal Manager certificate for ICR Core and ICR CCA.
For more information about updating the certificates, see [Fetching the updated Experience Portal Manager certificate on the ICR Core system](#) on page 125 and [Fetching the updated Experience Portal Manager certificate on the ICR CCA system](#) on page 124.
- d. From the Experience Portal Manager interface, fetch the new ICR Core certificate.
For more information, see [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123.

Next steps

1. Upgrade the ICR PDC component.
For more information, see [Upgrading ICR pluggable data connector](#) on page 38.

*** Note:**

After upgrading ICR PDC, if you change the application server, you must fetch the ICR Core certificate of the upgraded ICR Core systems on the application server.

2. On the application server, import the new ICR Core certificate.
For more information, see [Importing ICR Core certificate on the application server](#) on page 126.

3. Configure ICR. See *Administering Intelligent Customer Routing*.
4. On the **Call Control Application (CCA) Properties** tab of the Change ICR Applications page, update the ICR CCA property values according to the property values in the restored `icrcca.properties` file.

For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Upgrading ICR on a single system with Red Hat Linux](#) on page 18

[Upgrading ICR on multiple systems with Red Hat Linux](#) on page 19

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

Upgrading ICR on multiple systems with Avaya Linux

Before you begin

- Complete the upgrading prerequisites. See [Prerequisites for upgrading](#) on page 15.
- Collect the required information for upgrade. See [Upgrade worksheet](#) on page 15.

Procedure

1. On the system on which you want to upgrade the primary Experience Portal Manager:
 - a. Upgrade the Avaya Linux operating system.
For more information about upgrading Avaya Linux operating system, see *Upgrading Avaya Enterprise Linux* in *Upgrading to Avaya Aura® Experience Portal 7.0*.
 - b. Upgrade the primary Experience Portal Manager.
For more information, see the *Avaya Aura® Experience Portal system upgrade overview* chapter in *Upgrading to Avaya Aura® Experience Portal 7.0*.
 - c. Log out from the current Linux session and open a new Linux session.
2. On the upgraded primary Experience Portal Manager system, upgrade ICR Admin.
For more information, see [Upgrading ICR Admin](#) on page 83. To upgrade ICR Admin in the silent mode, see [Upgrading ICR in a silent mode](#) on page 111.
3. On the system on which you want to upgrade the Media Processing Platform (MPP):
 - a. Upgrade the Avaya Linux operating system.
For more information, see *Upgrading Avaya Enterprise Linux* in *Upgrading to Avaya Aura® Experience Portal 7.0*.
 - b. Upgrade Media Processing Platform (MPP).
For information about upgrading an MPP system, see *Upgrading to Avaya Aura® Experience Portal 7.0*.

4. Upgrade all ICR Core and ICR CCA systems one after the other. Do not upgrade the systems simultaneously:

 Note:

If you installed ICR Core or ICR CCA or both on multiple systems, you must perform the following sub steps on each system.

 Important:

If you configured ICR Core servers in a Terracotta server cluster, start upgrading the ICR Core from the system on which the Terracotta server is configured in a passive mode. After you complete upgrading all ICR Core systems with Terracotta server in a passive mode, upgrade the ICR Core system on which Terracotta server is configured in an active mode.

To find which ICR Core system has Terracotta server in Active or Passive modes, run the command: `$AVAYA_ICRCORE_HOME/terracotta-server/bin/server-stat.sh`.

If the system displays the error message: `./server-stat.sh: the JAVA_HOME environment variable is not defined correctly`, run the command: `export JAVA_HOME=/opt/Avaya/ICR/ICRCore/Java/` and then verify the Terracotta server mode.

- a. On the system where the Terracotta server is running in the passive mode, upgrade Avaya Linux.
For more information about upgrading Avaya Enterprise Linux, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
- b. Upgrade the auxiliary Experience Portal Manager system, if available.
For more information about upgrading an Auxiliary EPM system, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
- c. Upgrade the ICR Core component.

 Note:

If the ICR CCA component is also present on the same system, upgrade both the ICR CCA and ICR Core components together.

For more information about upgrading ICR Core, see [Upgrading ICR Core](#) on page 93. For more information about upgrading ICR CCA, see [Upgrading ICR CCA](#) on page 88.

To upgrade ICR Core or ICR CCA in the silent mode, see [Upgrading ICR in a silent mode](#) on page 111

- d. Only on the first upgraded ICR Core system, change the `icr-tc-config.xml` file.

! Important:

Perform this step only on the first upgraded ICR Core system.

For more information, see [Changing the icr-tc-config.xml file for the Terracotta server cluster configuration](#) on page 137.

- e. On all other upgraded ICR Core systems, copy the changed `icr-tc-config.xml` file from the first upgraded ICR Core system.

! Important:

Perform this step on all upgraded ICR Core systems other than the first upgraded ICR Core system.

For more information, see [Copying the icr-tc-config.xml file to the upgraded ICR Core systems](#) on page 140.

5. Upgrade all ICR CCA systems one after the other. Do not upgrade systems simultaneously:

*** Note:**

If you installed ICR CCA on multiple systems, you must perform the following sub steps on each system. However, you must perform the following sub steps only if you did not upgrade ICR CCA with ICR Core or you have systems only with ICR CCA installed.

- a. Upgrade the Avaya Linux operating system.
For more information about upgrading Avaya Enterprise Linux, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
- b. Upgrade the auxiliary Experience Portal Manager system, if available.
For more information about upgrading an Auxiliary EPM system, see *Upgrading to Avaya Aura® Experience Portal 7.0*.
- c. Upgrade the ICR CCA component.
For more information, see [Upgrading ICR CCA](#) on page 88. To upgrade ICR CCA in the silent mode, see [Upgrading ICR in a silent mode](#) on page 111.

6. Upgrade the ICR PDC component.
For more information, see [Upgrading ICR pluggable data connector](#) on page 38.

7. Update or fetch the certificates.

! Important:

You must fetch the certificates if you upgrade Experience Portal Manager in the *Interactive* mode. However, you do not need to fetch the certificates if you upgrade Experience Portal Manager in the *Auto* mode.

- a. On the ICR Core system, update the new certificate.

- For more information, see [Updating the certificate on the ICR Core system](#) on page 129.
- b. On the ICR CCA system, update the new certificate.
For more information, see [Updating the certificate on the ICR CCA system](#) on page 128.
 - c. On the ICR Core and ICR CCA system, fetch the updated certificate from the primary Experience Portal Manager system.
For more information about fetching the certificates, see [Fetching the updated Experience Portal Manager certificate on the ICR Core system](#) on page 125 and [Fetching the updated Experience Portal Manager certificate on the ICR CCA system](#) on page 124.
 - d. On the primary Experience Portal Manager system, fetch the new ICR Core certificate.
For more information, see [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123.
 - e. On the application server, import the new ICR Core certificate.
For more information, see [Importing Core certificate on the application server](#) on page 126.

Next steps

1. Upgrade the ICR PDC component.

For more information, see [Upgrading ICR pluggable data connector](#) on page 38.

Note:

After upgrading ICR PDC, if you change the application server, you must fetch the ICR Core certificate of the upgraded ICR Core systems on the application server.

2. On the application server, import the new ICR Core certificate.

For more information, see [Importing ICR Core certificate on the application server](#) on page 126.

3. Configure ICR. See *Administering Intelligent Customer Routing*.

4. On the **Call Control Application (CCA) Properties** tab of the Change ICR Applications page, update the ICR CCA property values according to the property values in the restored `icrcca.properties` file.

For more information, see *Administering Intelligent Customer Routing*.

Related topics:

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on a single system with Red Hat Linux](#) on page 18

[Upgrading ICR on multiple systems with Red Hat Linux](#) on page 19

[Upgrading ICR on a single system with Avaya Linux](#) on page 24

[Installing ICR Core](#) on page 57

[About Terracotta server configuration](#) on page 131

[Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132

[Configuring the active Terracotta server for a cluster](#) on page 137

[Copying the active Terracotta server configuration to the upgraded ICR Core system](#) on page 140

Backing up and restoring ICR properties files

ICR Release 7.0 provides the following backup and restore scripts to back up and restore the properties files of ICR components installed for Release 6.0.x.

- Backup script: `backupICRProps.sh`
- Restore script: `restoreICRProps.sh`

Before upgrading ICR, you must back up the properties files of the installed ICR components. The backup script saves the properties files so that you can keep the changes that you make in the properties files.

During the backup, the backup script creates a separate folder for each installed ICR component and stores the corresponding component properties files in that folder.

The following table lists the properties files that the backup script backs up for the respective ICR component:

Component	Properties files
ICR Admin	VP_ICRAdmin.properties
ICR Core	icrcore.properties icr-tc-config.xml
ICR CCA	icrcca.properties

In the backup folder, the backup script backs up the properties files in the following structure.

```
=====
<backup_folder>
  ICR
    ICRAdmin
      VP_ICRAdmin.properties
    ICRCore
      icrcore.properties
      icr-tc-config.xml
    ICRCCA
      icrcca.properties
=====
```

*** Note:**

The backup script creates a folder and backs up the properties files only for the ICR components that are installed on the system.

During the ICR upgrade process, you must run the restore script to restore the backed up properties files of ICR components on the upgraded ICR system.

Related topics:

[Backing up ICR properties files](#) on page 31

[Restoring the backed up ICR properties files](#) on page 33

Backing up ICR properties files

About this task

ICR Release 6.0.x does not provide the backup utility to back up the properties files of ICR components installed for Release 6.0.x. Therefore, use the `backupICRProps.sh` utility that ICR Release 7.0 provides.

The backup utility searches the ICR components that are installed on the system and backs up the properties files only for the installed ICR components.

Procedure

1. Open the new `ssh` session on the system from which you want to back up the ICR properties files.
2. Mount the ICR ISO image on the system from which you want to back up the data.
3. In the mount point directory, go to the `upgrade` directory.
4. Run the backup utility: `backupICRProps.sh`.

Enter the command: `./backupICRProps.sh <backup_folder_path>`

The system displays the output of the backup utility similar to the following:

*** Note:**

The backup script creates a folder and backs up the properties files only for the ICR components that are installed on the system.

- Backup utility output for all ICR components installed on the single system:

```
=====
=
Executing the Backup utility at Fri Jun 14 12:07:28 IST 2013
-- Checking if ICR is installed on the system.
-- Found the following ICR components installed on the system :
    ICR Admin : Yes
    ICR Core : Yes
    ICR CCA : Yes
-- Creating "/testBackup/ICR" Backup Folder
```

```
-- Preparing to backup ICR files
Copying files for ICR Admin.
    -- Creating "/testBackup/ICR/ICRAAdmin" Backup Folder
    -- Copied file '/opt/Tomcat/tomcat/lib/extensions/ICR/
config/VP_ICRAAdmin.properties' to folder '/testBackup/ICR/ICRAAdmin'
Copying files for ICR Core.
    -- Creating "/testBackup/ICR/ICRCore" Backup Folder
    -- Copied file '/opt/Avaya/ICR/ICRCore/tomcat/conf/
icrcore.properties' to folder '/testBackup/ICR/ICRCore'
    -- Copied file '/opt/Avaya/ICR/ICRCore/icr-tc-config.xml'
to folder '/testBackup/ICR/ICRCore'
Copying files for ICR CCA.
    -- Creating "/testBackup/ICR/ICRCCA" Backup Folder
    -- Copied file '/opt/Avaya/ICR/ICRCCA/tomcat/conf/
icrcca.properties' to folder '/testBackup/ICR/ICRCCA'
Backup of ICR files is completed.
For details, check the log file : /tmp/icrbackup_logfile.log
NOTE: Before upgrading ICR, copy the "Backup" folder on some other
system. For more information about Upgrading ICR, see the "Upgrading
Intelligent Customer Routing(ICR)" guide.
=====
=====
```

- Backup utility output for ICR Admin installed on the system:

```
=====
=
Executing the Backup utility at Fri Jun 14 12:07:28 IST 2013
-- Checking if ICR is installed on the system.
-- Found the following ICR components installed on the system :
    ICR Admin : Yes
    ICR Core : No
    ICR CCA : No
-- Creating "/testBackup/ICR" Backup Folder
-- Preparing to backup ICR files
Copying files for ICR Admin.
    -- Creating "/testBackup/ICR/ICRAAdmin" Backup Folder
    -- Copied file '/opt/Tomcat/tomcat/lib/extensions/ICR/
config/VP_ICRAAdmin.properties' to folder '/testBackup/ICR/ICRAAdmin'
Backup of ICR files is completed.
For details, check the log file : /tmp/icrbackup_logfile.log
NOTE: Before upgrading ICR, copy the "Backup" folder on some other
system. For more information about Upgrading ICR, see the "Upgrading
Intelligent Customer Routing(ICR)" guide.
=====
=====
```

- Backup utility output for ICR Core installed on the system:

```
=====
=
Executing the Backup utility at Fri Jun 14 12:07:28 IST 2013
-- Checking if ICR is installed on the system.
-- Found the following ICR components installed on the system :
    ICR Admin : No
    ICR Core : Yes
    ICR CCA : No
-- Creating "/testBackup/ICR" Backup Folder
-- Preparing to backup ICR files
Copying files for ICR Core.
    -- Creating "/testBackup/ICR/ICRCore" Backup Folder
    -- Copied file '/opt/Avaya/ICR/ICRCore/tomcat/conf/
icrcore.properties' to folder '/testBackup/ICR/ICRCore'
    -- Copied file '/opt/Avaya/ICR/ICRCore/icr-tc-config.xml'
to folder '/testBackup/ICR/ICRCore'
Backup of ICR files is completed.
```

```

For details, check the log file : /tmp/icrbackup_logfile.log
NOTE: Before upgrading ICR, copy the "Backup" folder on some other
system. For more information about Upgrading ICR, see the "Upgrading
Intelligent Customer Routing(ICR)" guide.
=====
=====

```

- Backup utility output for ICR CCA installed on the system:

```

=====
=
Executing the Backup utility at Fri Jun 14 12:07:28 IST 2013
-- Checking if ICR is installed on the system.
-- Found the following ICR components installed on the system :
    ICR Admin : No
    ICR Core : No
    ICR CCA : Yes
-- Creating "/testBackup/ICR" Backup Folder
-- Preparing to backup ICR files
    Copying files for ICR CCA.
        -- Creating "/testBackup/ICR/ICRCCA" Backup Folder
        -- Copied file '/opt/Avaya/ICR/ICRCCA/tomcat/conf/
icrcca.properties' to folder '/testBackup/ICR/ICRCCA'
Backup of ICR files is completed.
For details, check the log file : /tmp/icrbackup_logfile.log
NOTE: Before upgrading ICR, copy the "Backup" folder on some other
system. For more information about Upgrading ICR, see the "Upgrading
Intelligent Customer Routing(ICR)" guide.
=====
=====

```

5. Copy the corresponding backup folder to another system before you start upgrading ICR.

Related topics:

[Upgrade overview](#) on page 13

[Restoring the backed up ICR properties files](#) on page 33

Restoring the backed up ICR properties files

About this task

ICR Release 6.0.x does not provide the restore utility to restore the backed up properties files of ICR components installed for Release 6.0.x. Therefore, use the `restoreICRProps.sh` utility that ICR Release 7.0 provides.

The restore utility searches the ICR components that you installed on the system and the corresponding ICR component folders present at the backup folder location. Based on the result, the restore utility restores the properties files only for the installed ICR components and for which the backup files are available at the backup folder location.

Note:

After restoring the properties files of the ICR components, restart the services of the upgraded ICR components.

Procedure

1. Open the new `ssh` session on the system on which you want to restore the backed up properties files.
2. Copy the backup folder of the ICR components that you are installing from the stored location to the local system.
3. Mount the ICR ISO image on the system on which you want to restore the backed up data.
4. In the mount point directory, go to the `upgrade` directory.
5. Run the restore utility: `restoreICRProps.sh`.

Enter the command: `./restoreICRProps.sh <backup_folder_path>`

The system displays the restore utility output similar to the following:

- Restore utility output for all ICR components installed on the single system:

```
=====
=
Executing the Restore utility at Fri Jun 14 12:16:43 IST 2013
- Checking if the ICR components are installed on the system and the
corresponding ICR component folders are present at backup location /
testBackup//ICR
      COMPONENT      BACKUP FOLDER      INSTALLED
      ICR Admin      Yes                Yes
      ICR Core        Yes                Yes
      ICR CCA         Yes                Yes
- Do you want to continue?(Y/N) y
- Restoring the ICR Admin files.
      Merging the file /testBackup//ICR/ICRAAdmin/
VP_ICRAAdmin.properties to /opt/Tomcat/tomcat/lib/extensions/ICR/
config/VP_ICRAAdmin.properties
      Replacing HeartbeatInterval=30 by HeartbeatInterval=31
      Replacing ICRCorePollingInterval=5 by ICRCorePollingInterval=6
- Restoring the ICR Core files.
      Merging the file /testBackup//ICR/ICRCore/icrcore.properties to /
opt/Avaya/ICR/ICRCore/tomcat/conf/icrcore.properties
      Replacing ADJUST_WAT_VALUE=2 by ADJUST_WAT_VALUE=1
      Replacing ICRSipDebug=OFF by ICRSipDebug=ON
- Restoring the ICR CCA files.
      Merging the file /testBackup//ICR/ICRCCA/icrcca.properties
to /opt/Avaya/ICR/ICRCCA/tomcat/conf/icrcca.properties
Restoring the ICR files is completed.
For details, check the log file : /tmp/icrrestore_logfile.log
=====
=====
```

- Restore utility output for ICR Admin installed on the system:

```
=====
=
Executing the Restore utility at Fri Jun 14 12:16:43 IST 2013
- Checking if the ICR components are installed on the system and the
corresponding ICR component folders are present at backup location /
testBackup//ICR
      COMPONENT      BACKUP FOLDER      INSTALLED
      ICR Admin      Yes                Yes
      ICR Core        No                 No
      ICR CCA         No                 No
- Do you want to continue?(Y/N) y
```

```

- Restoring the ICR Admin files.
  Merging the file /testBackup//ICR/ICRAAdmin/
  VP_ICRAAdmin.properties to /opt/Tomcat/tomcat/lib/extensions/ICR/
  config/VP_ICRAAdmin.properties
    Replacing HeartbeatInterval=30 by HeartbeatInterval=31
    Replacing ICRCorePollingInterval=5 by ICRCorePollingInterval=6
Restoring the ICR files is completed.
For details, check the log file : /tmp/icrrestore_logfile.log
=====
=====
=====

```

- Restore utility output for ICR Core installed on the system.

```

=====
=
Executing the Restore utility at Fri Jun 14 12:16:43 IST 2013
- Checking if the ICR components are installed on the system and the
corresponding ICR component folders are present at backup location /
testBackup//ICR
  COMPONENT      BACKUP FOLDER  INSTALLED
  ICR Admin      No             No
  ICR Core       Yes            Yes
  ICR CCA        No             No
- Do you want to continue?(Y/N) y
- Restoring the ICR Core files.
  Merging the file /testBackup//ICR/ICRCore/icrcore.properties to /
  opt/Avaya/ICR/ICRCore/tomcat/conf/icrcore.properties
    Replacing ADJUST_WAT_VALUE=2 by ADJUST_WAT_VALUE=1
    Replacing ICRSipDebug=OFF by ICRSipDebug=ON
Restoring the ICR files is completed.
For details, check the log file : /tmp/icrrestore_logfile.log
=====
=====
=====

```

- Restore utility output for ICR CCA installed on the system.

```

=====
=
Executing the Restore utility at Fri Jun 14 12:16:43 IST 2013
- Checking if the ICR components are installed on the system and the
corresponding ICR component folders are present at backup location /
testBackup//ICR
  COMPONENT      BACKUP FOLDER  INSTALLED
  ICR Admin      No             No
  ICR Core       No             No
  ICR CCA        Yes            Yes
- Do you want to continue?(Y/N) y
- Restoring the ICR CCA files.
  Merging the file /testBackup//ICR/ICRCCA/icrcca.properties
  to /opt/Avaya/ICR/ICRCCA/tomcat/conf/icrcca.properties
Restoring the ICR files is completed.
For details, check the log file : /tmp/icrrestore_logfile.log
=====
=====
=====

```

The system displays the properties that the restore utility has replaced or merged in the new properties files.

6. Open the restored properties files.
7. Verify that the restored properties files contains valid data.
8. Restart the following ICR components for which you restored the properties files:
 - ICR Admin: `service vpms restart`

- ICR Core: `service icrcore restart`
- ICR CCA: `service icrcca restart`

9. Start the ICR Core service from the ICR Manager webpage.
 - a. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**
 - b. On the ICR Manager webpage, select the ICR Core server.
 - c. In the **Service Commands** area, click **Start**.

Related topics:

[Upgrade overview](#) on page 13

[Backing up ICR properties files](#) on page 31

Chapter 4: Upgrading ICR Pluggable Data Connector

ICR pluggable data connector overview

The ICR pluggable data connector (PDC) is a generic connector between self service application (SSA) and ICR Core. This generic connector integrates ICR with Orchestration Designer.

The purpose of the ICR PDC is to provide a SIP URI, which is the routing destination for a skill. The ICR PDC also performs the load balancing of skill selection requests that arrives across multiple ICR Cores. You do not need to be knowledgeable about call centers and ICR Core to use the ICR PDC.

To avail the enhanced ICR PDC, you must upgrade the ICR PDC in every SSA. After upgrading the ICR PDC, you must deploy SSA on the application server.

Related topics:

[Upgrading the ICR pluggable data connector](#) on page 38

[Enabling the ICR pluggable data connector plug-in for the SSA](#) on page 39

[Verifying the ICR PDC upgrade](#) on page 121

Prerequisites for installing or upgrading ICR PDC

Following are the prerequisites for installing or upgrading ICR PDC:

- Avaya Aura® Orchestration Designer Release 7.0

For more information, see the *Avaya Aura® Orchestration Designer* documentation on the Avaya support site at <http://support.avaya.com>.

- ICR PDC Release 6.0.x

Upgrading the ICR pluggable data connector

Before you begin

Ensure that Orchestration Designer Release 7.0 is installed or Orchestration Designer Release 6.0.x is upgraded to Release 7.0.

Procedure

1. Close the Orchestration Designer Eclipse application if open.
2. Copy the `com.avaya.icr.PDC.ui.jar` file from the `ICRPDC` directory in the ICR software media, to the `<Eclipse_Home>/plugins` directory.
3. From the command prompt, start the Orchestration Designer Eclipse application.
Enter the command: `<Eclipse_Home>/eclipse.exe -clean`
The system displays the Upgrade Project dialog box.
4. Click **Yes**.
5. In the Orchestration Designer Eclipse application, select the self service application (SSA) project.
6. Select **Project > Properties**.
7. In the left pane of the Properties for SSA dialog box, select Orchestration Designer.
8. In the Orchestration Designer area, click the **Pluggable Connectors** tab.
9. From the list of connectors, clear the **ICR Connector** check box.
10. Click **OK**.

Next steps

1. Enable the upgraded ICR PDC for SSA.
For more information, see [Enabling the upgraded ICR pluggable data connector](#) on page 39.
2. Verify the upgrade of ICR PDC.
For more information, see [Verifying ICR PDC upgrade](#) on page 121.
3. After verifying the upgrade of ICR PDC, see the following documents:
 - *Intelligent Customer Routing Developer Guide* to understand the sample applications provided with ICR Release 7.0.
 - *Intelligent Customer Routing Overview and Specification* to understand the new features in ICR Release 7.0.

Related topics:

[ICR pluggable data connector overview](#) on page 37

[Enabling the ICR pluggable data connector plug-in for the SSA](#) on page 39

[Verifying the ICR PDC upgrade](#) on page 121

Enabling the ICR pluggable data connector plug-in for the SSA

Procedure

1. Open the Orchestration Designer Eclipse application.
2. Select the sample self service application (SSA) project.
3. Select **Project > Properties**.
4. In the Properties for SSA dialog box, select Orchestration Designer.
5. In the right pane, in the Orchestration Designer area, click the **Pluggable Connectors** tab.
6. From the list of connectors, select the **ICR Connector** check box.
7. Click **OK**.

 Note:

After you upgrade ICR PDC in SSA, you must deploy the SSA on the application server. For more information about deploying SSA, see *Application Deployment* topic in the *Orchestration Designer Developer guide*.

Related topics:

[ICR pluggable data connector overview](#) on page 37

[Upgrading the ICR pluggable data connector](#) on page 38

[Verifying the ICR PDC upgrade](#) on page 121

Chapter 5: Installing ICR components

Prerequisites for installing ICR

ICR is a managed application of Avaya Aura® Experience Portal. Therefore, hardware and software specifications applicable for Avaya Aura® Experience Portal are also applicable for ICR.

For more information about the minimum server hardware requirements, see *Avaya Aura® Experience Portal Overview and Specification*

Following are the specific prerequisites for installing ICR components:

Operating system	• Redhat Enterprise Linux 6.4 (64-bit) OR • Avaya Enterprise Linux 6.4 (64-bit)
Software	Avaya Aura® Experience Portal 7.0
Hardware	• Physical memory (RAM): 4-GB or more • Processor count: 2 or more • Available free disk space on the root partition on which you want to install ICR: 20-GB or more
Other	• <code>ssh</code> session: Open a new session to install ICR. Do not use same session that you used for installing Avaya Aura® Experience Portal. • Following are the entries in the <code>/etc/hosts</code> file on a system: - First line: <code>127.0.0.1 localhost localhost.localdomain</code>. Ensure that the IP address and the hostname are separated by a space or a tab. - Next lines: <code><IP_Address> <Hostname></code> Specify the IP address and Hostname of the systems on which you want to install ICR.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[ICR installation worksheet](#) on page 42

- [Installing ICR on a single system](#) on page 43
- [Installing ICR Admin](#) on page 48
- [Installing ICR CCA](#) on page 53
- [Installing ICR Core](#) on page 57
- [ICR installation in a silent mode](#) on page 61
- [Installing ICR in a silent mode](#) on page 74
- [Verifying ICR installation on a single system](#) on page 113
- [Verifying ICR Admin installation](#) on page 114
- [Verifying ICR CCA installation](#) on page 115
- [Verifying the ICR Core installation](#) on page 116

ICR installation worksheet

Requirement/ Information Needed	Your value	Required for	Notes
The IP address of the primary Experience Portal Manager system.	IP Address: _____	• ICR Core • ICR CCA	
The product ID of the Experience Portal Manager.	Product ID: _____	ICR Core	You can view the product ID of Avaya Aura® Experience Portal on the System Monitor page. To view the product ID, see Viewing the EPM product ID on page 16.
ICR installation directory, if different from the default directory.	Directory name: _____		The default ICR installation directory is <code>opt/Avaya/ICR</code> . Specify the absolute directory path.

Related topics:

- [Upgrading ICR on a Red Hat Linux system](#) on page 17
- [Upgrading ICR on an Avaya Linux system](#) on page 24
- [Prerequisites for installing ICR](#) on page 41
- [Installing ICR on a single system](#) on page 43
- [Installing ICR Admin](#) on page 48
- [Installing ICR CCA](#) on page 53
- [Installing ICR Core](#) on page 57
- [ICR installation in a silent mode](#) on page 61

[Installing ICR in a silent mode](#) on page 74

[Verifying ICR installation on a single system](#) on page 113

[Verifying ICR Admin installation](#) on page 114

[Verifying ICR CCA installation](#) on page 115

[Verifying the ICR Core installation](#) on page 116

Installing ICR on a single system

Before you begin

- Check the prerequisites in [Prerequisites for installing ICR](#) on page 41.
- Collect the required information as per the [Installation worksheet](#) on page 42.

Procedure

1. Mount the ICR installation media on the primary Experience Portal Manager system where you want to install all ICR components.
2. At the command prompt, type `./install_icr.bin`, and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.

The system displays the message: Do you accept the terms of this license agreement?

Note:

Press `Enter` several times to view the complete license page.

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Product Features` screen, press `Enter` to select the default path for installation.
By default, the system displays the path as: `/opt/Avaya/ICR`. However, you can provide a new absolute directory path.

Important:

If you specify a new installation directory, ensure that:

- You do not specify the directory as the `root` directory or any directory inside the `root` directory. For example, `/root/` or `/root/Avaya/ICR`.

- The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.

7. On the **Choose Product Features** screen, the system displays the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select a single or multiple components by entering a number corresponding to the component. For multiple components, use comma to separate the numbers.
 - To cancel the installation, type `quit` and press `Enter`.
8. Type `1, 2, 3`, and press `Enter` to select ICR Admin, ICR CCA, and ICR Core application.
The system displays `[X]` besides the selected feature name.
 9. Press `Enter` to continue.
The system displays the **Version Confirmation** screen with the information about the components that you are installing. The information includes, the name of the components, the new version of the components, and the installation type.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:      New Version:      Install Type:
ICRAAdmin       Not Installed              7.0.0.0.25        Full Install
ICRCCA          Not Installed              7.0.0.0.25        Full Install
ICRCore         Not Installed              7.0.0.0.25        Full Install

Continue with installation? (Y/N): y
=====
```

10. Type `Y`, and press `Enter` to continue.
The installer checks the prerequisites required for installing the selected ICR components and displays the **Prerequisite Status** screen with the pass and fail status of each prerequisite similar to the following:

```
=====
Prerequisite Status
-----
-
```

```

Hardware=====
| -
| Processor=====
| | - Count-----Passed
| |   Expected: Count >= 2
| |   Found:      2
| | - Physical Memory-----Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found:    3.869 GB
| | - Available Disk Space-----Passed
| |   Expected: 20 GB or greater
| |   Found:    /dev/sda1      26.5G      Passed
| -
OS=====
| - Linux Version-----Passed
| |   Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| |   Found: Red Hat Enterprise Linux Server release 6.4 (Santiago) x86_64
| | - Host IP Address-----
| |   - Host IP Address (v4)-----Passed
| |     Expected: Not 127.0.0.1
| |     Found:    148.147.176.144
| | - Localhost-----Passed
| |   Expected: 127.0.0.1
| |   Found:    127.0.0.1
| - EPMS -----Passed
| |   Expected: 7.x
| |   Found:    7.0.0.0.2711
PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the installation fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press **Enter** to exit the installer.

For the failed installation, the installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` file contains the details of the prerequisite checks. In the log file, check the failed prerequisites and ensure that the system meets all required prerequisites.

11. Press **Enter** to continue the installation.

The system displays the **Stopping EPM service** screen to stop the Experience Portal Manager service.

To install ICR Admin, the installer stops the Experience Portal Manager service before the installation starts.

The default option is **Continue**.

```

=====
Stopping EPM service
-----

Installer will now proceed to stop Experience Portal Management service.
Do you want to continue?

```

```
->1- Continue
    2- Exit
```

```
ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE
DEFAULT:
=====
```

12. Press **Enter** to continue the installation.

The system displays the **Primary EPM Server** screen, which prompts: **EPM IP ADDRESS (DEFAULT: XXX.XXX.XXX.XXX) :.**

By default the system displays the IP address of the local system.

13. Type the IP Address of the primary Experience Portal Manager system and press **Enter**.
14. On the **EPM Product ID** screen, type the Product ID of the Avaya Aura® Experience Portal system.
To view the product ID, see [Viewing the EPM product ID](#) on page 16.
15. Press **Enter** to continue.

The system displays the **Pre-Installation Summary** screen with the summary similar to the following:

```
=====
Pre-Installation Summary
=====

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
Component      Version      Disk Space
ICRAAdmin      7.0.0.0.25   220.0 MB
ICRCCA         7.0.0.0.25   350.0 MB
ICRCore        7.0.0.0.25   720.0 MB

Disk Space Information (for Installation Target):
    Required: 1290.0 MB
    Available: 7917.762 MB
PRESS <ENTER> TO CONTINUE:
=====
```

16. Press **Enter** to continue.

The installer starts copying the required files to the system. After the installer completes copying the files, the system displays the **Starting EPM service** screen to start the Experience Portal Manager service.

17. Press **Enter** to continue.

The installer completes the installation of ICR Admin, and displays the **ICRAAdmin: Installation Complete** screen.

The `ICRAAdmin: Installation Complete` screen displays the information about successful installation of ICR Admin and provides information to validate the installation.

*** Note:**

The installer creates the ICR Admin installation logs in the `ICRAAdmin_InstallLog.log` and `icr_install_script.log` files located in the `$AVAYA_ICRADMIN_HOME/logs` directory. Check the log files for any post installation errors.

The `$AVAYA_ICRADMIN_HOME` variable is available in the new Linux session and not in the same installation session.

18. Press `Enter` to continue.

The system displays the `Starting ICRCCA service` screen to confirm starting of the ICR CCA service.

19. Press `Enter` to continue.

The installer completes the installation of ICR CCA and displays the `ICRCCA: Installation Complete` screen.

The `ICRCCA: Installation Complete` screen displays the information about successful installation of ICR CCA and provides information to validate the installation.

*** Note:**

The installer creates the ICR CCA installation logs in the `ICRCCA_InstallLog.log` and `cca_install_script.log` files located in the `$AVAYA_ICRCCA_HOME/logs` directory. Check the log files for any post installation errors.

The `$AVAYA_ICRCCA_HOME` variable is available in a new Linux session and not in the same installation session.

20. Press `Enter` to continue.

The system displays the `Starting ICRCore service` screen to confirm starting of the ICR Core service.

21. Press `Enter` to continue.

The installer installs ICR Core and displays the `ICRCore: Installation Complete` screen.

The `Installation Complete` screen displays the information about successful installation of ICR Core and provides the next steps that you must perform post installation.

 Note:

The installer creates the ICR Core installation logs in the `ICRCore_InstallLog.log` file located in the `$AVAYA_ICRCORE_HOME/logs` directory. Check the log files for any post installation errors.

The `$AVAYA_ICRCORE_HOME` variable is available in the new Linux session and not in the same installation session.

22. Press `Enter` to exit the installer.

Next steps

Verify the installation of ICR on a single system. For more information, see [Verifying ICR installation on a single system](#) on page 113.

Related topics:

- [Upgrading ICR on a Red Hat Linux system](#) on page 17
- [Upgrading ICR on an Avaya Linux system](#) on page 24
- [Prerequisites for installing ICR](#) on page 41
- [ICR installation worksheet](#) on page 42
- [Installing ICR Admin](#) on page 48
- [Installing ICR CCA](#) on page 53
- [Installing ICR Core](#) on page 57
- [ICR installation in a silent mode](#) on page 61
- [Installing ICR in a silent mode](#) on page 74
- [Verifying ICR installation on a single system](#) on page 113
- [Verifying ICR Admin installation](#) on page 114
- [Verifying ICR CCA installation](#) on page 115
- [Verifying the ICR Core installation](#) on page 116

Installing ICR Admin

Before you begin

- Check the prerequisites in [Prerequisites for installing ICR](#) on page 41.
- Ensure that the system is the primary Experience Portal Manager system.

Procedure

1. Mount the ICR installation media on the primary Experience Portal Manager system on which you want to install ICR Admin.

2. At the command prompt, type `./install_icr.bin` and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.
The system displays the message: Do you accept the terms of this license agreement?

 Note:

Press `Enter` several times to view the complete license page.

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to select the default path for installation.
By default, the system displays the path as: `/opt/Avaya/ICR`. However, you can provide a new absolute directory path.

 Important:

If you specify a new installation directory, ensure that:

- You do not specify the directory as the `root` directory or any directory inside the `root` directory. For example, `/root/` or `/root/Avaya/ICR`.
 - The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
7. On the `Choose Product Features` screen, the system displays the message: Please choose the Features to be installed by this installer.

 Tip:

- By default, the system does not select any component. You can select a single or multiple components by entering a number corresponding to the component. For multiple components, use comma to separate the numbers.
 - To select or clear a feature, enter the feature number separated by a comma.
 - To cancel the installation, type `quit` and press `Enter`.
8. Type `1`, and press `Enter` to select ICR Admin.
The system displays `[X]` besides the selected feature name.
 9. Press `Enter` to continue.

The system displays the `Version Confirmation` screen with the information about the components that you are installing. The information includes, the name of the components, the new version of the components, and the installation type.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:      New Version:      Install Type:
ICRAAdmin       Not Installed        7.0.0.0.25        Full Install

Continue with installation? (Y/N): y
=====
```

10. Type `Y`, and press `Enter` to continue.

The installer checks the prerequisites required for installing the selected ICR component and the system displays the `Prerequisite Status` screen with the pass and fail status of each prerequisite similar to the following:

```
=====
Prerequisite Status
-----

-
Hardware=====
| -
Processor=====
| | - Count-----Passed
| |   Expected: Count >= 2
| |   Found:      2
| | - Physical Memory-----Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found:    3.869 GB
| | - Available Disk Space-----Passed
| |   Expected: 20 GB or greater
| |   Found:    /dev/sda1      26.5G      Passed
-
OS=====
| - Linux Version=====Passed
| |   Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| |   Found:    Red Hat Enterprise Linux Server release 6.4 (Santiago) x86_64
| | - Host IP Address=====
| |   - Host IP Address (v4)-----Passed
| |     Expected: Not 127.0.0.1
| |     Found:    148.147.176.144
| | - Localhost-----Passed
| |   Expected: 127.0.0.1
| |   Found:    127.0.0.1
- EPMS =====Passed
| |   Expected: 7.x
| |   Found:    7.0.0.0.2711
```

```
PRESS <ENTER> TO CONTINUE:
```

*** Note:**

If the prerequisite check fails for any component, the installation fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press `Enter` to exit the installer.

For the failed installation, the installer creates the `ICR_InstallLog.log` log file in the home directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` file contains the details of the prerequisite checks. In the log file, check the failed prerequisites and ensure that the system meets all required prerequisites.

11. Press `Enter` to continue the installation.

The system displays the `Stopping EPM service` screen to confirm stopping of the Experience Portal Manager service.

To install ICR Admin, the installer need to stop the Experience Portal Manager service before the installation starts.

The default option is `Continue`.

12. Press `Enter` to continue.

The system displays the `Pre-Installation Summary` screen with the summary similar to the following:

```
=====
Pre-Installation Summary
=====

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRAdmin       7.0.0.0.25   220.0 MB

Disk Space Information (for Installation Target):
    Required: 1290.0 MB
    Available: 7917.762 MB
PRESS <ENTER> TO CONTINUE:
=====
```

13. Press `Enter` to continue.

The installer starts copying the required ICR Admin files to the system.

After the installer completes copying the ICR Admin files, the system displays the `Starting EPM service` screen to start the Experience Portal Manager service.

14. Press `Enter` to continue.

The installer completes the installation of ICR Admin and the system displays the `Installation Complete` screen.

The `Installation Complete` screen displays the information about successful installation of ICR Admin and provides the next steps that you must perform post installation.

 Note:

The installer creates the ICR Admin installation logs in the `ICRAAdmin_InstallLog.log` and `admin_install_script.log` files located in the `$AVAYA_ICRADMIN_HOME/logs` directory. Check the log files for any post installation errors.

The `$AVAYA_ICRADMIN_HOME` variable is available in a new Linux session and not in the same installation session.

15. Press `Enter` to exit the installer.

Next steps

Verify the installation of ICR Admin. For more information, see [Verifying ICR Admin installation](#) on page 114.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Prerequisites for installing ICR](#) on page 41

[ICR installation worksheet](#) on page 42

[Installing ICR on a single system](#) on page 43

[Installing ICR CCA](#) on page 53

[Installing ICR Core](#) on page 57

[ICR installation in a silent mode](#) on page 61

[Installing ICR in a silent mode](#) on page 74

[Verifying ICR installation on a single system](#) on page 113

[Verifying ICR Admin installation](#) on page 114

[Verifying ICR CCA installation](#) on page 115

[Verifying the ICR Core installation](#) on page 116

Installing ICR CCA

Before you begin

- Check the prerequisites in [Prerequisites for installing ICR](#) on page 41.
- Collect the required information as per the [Installation worksheet](#) on page 42.

Procedure

1. Mount the ICR installation media on the system where you want to install ICR CCA.
For information about mounting the installation media, see [Mounting the ICR software media](#) on page 153.
2. At the command prompt, type `./install_icr.bin` and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.
The system displays the message: Do you accept the terms of this license agreement?

Note:

Press `Enter` several times to view the complete license page.

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to select the default path for installation.
By default, the installer displays the path as: `/opt/Avaya/ICR`. However, you can provide a new absolute directory path.

Important:

If you specify a new installation directory, ensure that:

- You do not specify the directory as the `root` directory or any directory inside the `root` directory. For example, `/root/` or `/root/Avaya/ICR`.
 - The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
7. On the `Choose Product Features` screen, the system displays the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select a single or multiple components by entering a number corresponding to the component. For multiple components, use comma to separate the numbers.
- To cancel the installation, type `quit` and press `Enter`.

8. Type `2`, and press `Enter` to select ICR CCA.

The system displays `[X]` besides the selected feature name.

9. Press `Enter` to continue.

The system displays the `Version Confirmation` screen with the information about the components that you are installing. The information includes, the name of the components, the new version of the components, and the installation type.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:          Installed Version:      New Version:      Install Type:
ICRCCA             Not Installed        7.0.0.0.25        Full Install

Continue with installation? (Y/N): y
=====
```

10. Type `Y`, and press `Enter` to continue.

The installer checks the prerequisites required for ICR CCA and displays the `Prerequisite Status` screen with the pass and fail status of each prerequisite similar to the following:

```
=====
Prerequisite Status
-----

-
Hardware=====
| -
Processor=====
| | - Count-----Passed
| |   Expected: Count >= 2
| |   Found:      2
| - Physical Memory-----Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found: 3.869 GB
| - Available Disk Space-----Passed
| |   Expected: 20 GB or greater
| |   Found:   /dev/sda1      26.5G   Passed
-
=====
```

```

OS=====
| - Linux Version=====Passed
| |   Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| |   Found: Red Hat Enterprise Linux Server release 6.4 (Santiago) x86_64
| - Host IP Address=====
| | - Host IP Address (v4)-----Passed
| |   Expected: Not 127.0.0.1
| |   Found: 148.147.176.144
| - Localhost-----Passed
| |   Expected: 127.0.0.1
| |   Found: 127.0.0.1
| - EPMS =====Passed
| |   Expected: Optional
| |   Found: No EPMS installation found
PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the installation fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press Enter to exit the installer.

For the failed installation, the installer creates the `ICR_InstallLog.log` log file in the home directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` file contains the details of the prerequisite checks. In the log file, check the failed prerequisites and ensure that the system meets all required prerequisites.

11. Press Enter to continue the installation.

The system displays the Primary EPM Server screen, which prompts: EPM IP ADDRESS (DEFAULT: XXX.XXX.XXX.XXX) :.

By default the system displays the IP address of the local system.

12. Type the IP address of the primary Experience Portal Manager system and press Enter.

The system displays the Pre-Installation Summary screen with the summary similar to the following:

```

=====
Pre-Installation Summary
-----

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRCCA         7.0.0.0.25  350.0 MB

Disk Space Information (for Installation Target):
    Required: 1290.0 MB

```

```
Available: 7917.762 MB
PRESS <ENTER> TO CONTINUE:
=====
```

13. Press `Enter` to continue.

The installer starts copying the required ICR CCA files to the system.

After the installer completes copying the ICR CCA files, the installer displays the `Starting ICRCCA service` screen to start the ICR CCA service.

14. Press `Enter` to continue.

The installer completes the installation of ICR CCA and displays the `Installation Complete` screen.

The `Installation Complete` screen displays the information about successful installation of ICR CCA and provides next steps that you must perform post installation.

 Note:

The installer creates the ICR CCA installation logs in the `ICRCCA_InstallLog.log` and `cca_install_script.log` files located in the `$AVAYA_ICRCCA_HOME/logs` directory. Check the log files for any installation errors.

The `$AVAYA_ICRCCA_HOME` variable is available in a new Linux session and not in the same installation session.

15. Press `Enter` to exit the installer.

Next steps

Verify the installation of ICR CCA. For more information, see [Verifying ICR CCA installation](#) on page 115.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Prerequisites for installing ICR](#) on page 41

[ICR installation worksheet](#) on page 42

[Installing ICR on a single system](#) on page 43

[Installing ICR Admin](#) on page 48

[Installing ICR Core](#) on page 57

[ICR installation in a silent mode](#) on page 61

[Installing ICR in a silent mode](#) on page 74

[Verifying ICR installation on a single system](#) on page 113

[Verifying ICR Admin installation](#) on page 114

[Verifying ICR CCA installation](#) on page 115

[Verifying the ICR Core installation](#) on page 116

Installing ICR Core

Before you begin

- Check the prerequisites in [Prerequisites for installing ICR](#) on page 41.
- Collect the required information as per the [Installation worksheet](#) on page 42.

Procedure

1. Mount the ICR installation media on the system where you want to install ICR Core.
For information about mounting the installation media, see [Mounting the ICR software media](#) on page 153.
2. At the command prompt, type `./install_icr.bin` and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.
The system displays the message: Do you accept the terms of this license agreement?

Note:

Press `Enter` several times to view the complete license page.

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to select the default path for installation.
By default, the installer displays the path as: `/opt/Avaya/ICR`. However, you can provide a new absolute directory path.

Important:

If you specify a new installation directory, ensure that:

- You do not specify the directory as the `root` directory or any directory inside the `root` directory. For example, `/root/` or `/root/Avaya/ICR`.
 - The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
7. On the `Choose Product Features` screen, the system displays the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select a single or multiple components by entering a number corresponding to the component. For multiple components, use comma to separate the numbers.
- To cancel the installation, type `quit` and press `Enter`.

8. Type `3`, and press `Enter` to select ICR Core.

The system displays `[X]` besides the selected feature name.

9. Press `Enter` to continue.

The system displays the `Version Confirmation` screen with the information about the components that you are installing. The information includes, the name of the components, the new version of the components, and the installation type.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:          Installed Version:      New Version:      Install Type:
ICRCore             Not Installed        7.0.0.0.25        Full Install

Continue with installation? (Y/N): y
=====
```

10. Type `Y`, and press `Enter` to continue.

The installer checks the prerequisites required for ICR Core, and displays the `Prerequisite Status` screen with the pass and fail status of each prerequisite similar to the following:

```
=====
Prerequisite Status
-----

-
Hardware=====
| -
Processor=====
| | - Count-----Passed
| |   Expected: Count >= 2
| |   Found:      2
| | - Physical Memory-----Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found: 3.869 GB
| | - Available Disk Space-----Passed
| |   Expected: 20 GB or greater
| |   Found:  /dev/sda1      26.5G      Passed
=====
```

```

-
OS=====
| - Linux Version=====Passed
| |   Expected: Red Hat Enterprise Linux Release 6.4  x86_64 or greater
| |   Found: Red Hat Enterprise Linux Server release 6.4 (Santiago) x86_64
| - Host IP Address=====
| | - Host IP Address (v4)-----Passed
| |   Expected: Not 127.0.0.1
| |   Found:    148.147.176.144
| - Localhost-----Passed
| |   Expected: 127.0.0.1
| |   Found:    127.0.0.1
- EPMS =====Passed
| |   Expected: Optional
| |   Found:    No EPMS installation found

PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the installation fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press Enter to exit the installer.

For the failed installation, the installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` file contains the details of the prerequisite checks. In the log file, check the failed prerequisites and ensure that the system meets all required prerequisites.

11. Press Enter to continue the installation.

The system displays the Primary EPM Server screen, which prompts: EPM IP ADDRESS (DEFAULT: XXX.XXX.XXX.XXX) :.

By default the system displays the IP address of the local system.

12. Type the IP address of the primary Experience Portal Manager system and press Enter.

13. On the EPM Product ID screen, type the valid product ID of Avaya Aura® Experience Portal.

To view the product ID, see [Viewing the EPM product ID](#) on page 16.

14. Press Enter to continue.

The system displays the Pre-Installation Summary screen with the summary similar to the following:

```

=====
Pre-Installation Summary
-----

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:

```

```

/opt/Avaya/ICR
Product Features:
Component          Version          Disk Space
ICRCore             7.0.0.0.25      720.0 MB

Disk Space Information (for Installation Target):
Required: 1290.0 MB
Available: 7917.762 MB
PRESS <ENTER> TO CONTINUE:
=====
```

15. Press `Enter` to continue.

The installer starts copying the required ICR Core files to the system.

After the installer completes copying the ICR Core files, the installer displays the `Starting ICRCore service` screen to start of the ICR Core service.

16. Press `Enter` to continue.

The installer completes the installation of ICR Core and displays the `Installation Complete` screen.

The `Installation Complete` screen displays the information about successful installation of ICR Core and provides next steps that you must perform post installation.

 Note:

The installer creates the ICR Core installation logs in the `ICRCore_InstallLog.log` file located in the `$AVAYA_ICRCORE_HOME/logs` directory and the ICR Core server log files in the `$AVAYA_ICRCORE_HOME/tomcat/logs` directory. Check the log files for any installation errors.

The `$AVAYA_ICRCORE_HOME` variable is available in a new Linux session and not in the same Linux session for installation.

17. Press `Enter` to exit the installer.

Next steps

Verify the installation of ICR Core. For more information, see [Verifying ICR Core installation](#) on page 116.

Related topics:

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

[Prerequisites for installing ICR](#) on page 41

[ICR installation worksheet](#) on page 42

[Installing ICR on a single system](#) on page 43

[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[ICR installation in a silent mode](#) on page 61
[Installing ICR in a silent mode](#) on page 74
[Verifying ICR installation on a single system](#) on page 113
[Verifying ICR Admin installation](#) on page 114
[Verifying ICR CCA installation](#) on page 115
[Verifying the ICR Core installation](#) on page 116
[About Terracotta server configuration](#) on page 131
[Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132
[Configuring the active Terracotta server for a cluster](#) on page 137
[Copying the active Terracotta server configuration to the upgraded ICR Core system](#) on page 140

ICR installation in a silent mode

Silent installation is a type of installation where there is no user interaction required during the installation progress. The installer uses the settings from the file that you specify and accordingly completes the installation.

ICR provides different template files for installing a single ICR component and multiple ICR components in a silent mode. All the template files are present in the `templates` directory in the ICR software media.

When you run the ICR silent installer, the installer does not display the installation progress and any message for successful or failed installation. Therefore, you must wait till the installer completes the installation and displays the command prompt. After the installation, you can check the installation status in the `ICR_InstallLog.log` log file that the installer creates for the silent installation.

Related topics:

[Template files to install or upgrade ICR components in a silent mode](#) on page 61
[Structure of the silent installation and upgrade template files](#) on page 62
[Installing ICR in a silent mode](#) on page 74

Template files to install or upgrade ICR components in a silent mode

Use the following template files to install or upgrade a single ICR component or multiple ICR components together on a system:

Template file	Components	Description
<code>icr_silent_full_install.properties</code>	ICR Admin, ICRCore, and ICR CCA	Use this template file to install or upgrade all the ICR components on a single system.
<code>icr_silent_icradmin_install.properties</code>	ICR Admin	Use this template file to install or upgrade ICR Admin on the primary Experience Portal Manager system.
<code>icr_silent_icrcore_install.properties</code>	ICR Core	Use this template file to install or upgrade ICR Core on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.
<code>icr_silent_icrcca_install.properties</code>	ICR CCA	Use this template file to install or upgrade ICR CCA on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.
<code>icr_silent_icrcore_icrcca_install.properties</code>	ICR Core and ICR CCA	Use this template file to install or upgrade ICR Core and ICR CCA together on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.

Structure of the silent installation and upgrade template files

This section describes the structure of all the template files that ICR provides for installing and upgrading ICR components in a silent mode.

Related topics:

[The icr_silent_full_install.properties template file](#) on page 63

[The icr_silent_full_install.properties template file](#) on page 63

[The icr_silent_icradmin_install.properties template file](#) on page 65

[The icr_silent_icradmin_install.properties template file](#) on page 65

[The icr_silent_icrcore_install.properties template file](#) on page 67

[The icr_silent_icrcore_install.properties template file](#) on page 67

[The icr_silent_icrcca_install.properties template file](#) on page 69

[The icr_silent_icrcca_install.properties template file](#) on page 69

[The icr_silent_icrcore_icrcca_install.properties template file](#) on page 71

[The icr_silent_icrcore_icrcca_install.properties template file](#) on page 71

The icr_silent_full_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAdmin,ICRCCA,ICRCore
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRADMIN_UPGRADE_REQUIRED=false
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRADMIN_OLD_VERSION=6.0.2.0.15
ICRCORE_OLD_VERSION=6.0.2.0.15
ICRCCA_OLD_VERSION=6.0.2.0.15

#
# Used by ICR Admin installer to decide whether to stop EPM or not.
# 0 - Indicates to stop EPM service before admin installation
# 1 - Indicates not to stop EPM service before admin installation
```

```
# Recommended to set this value as 0 otherwise ICRAdmin menu's will not be visible
till vpms is restarted manually.
#
PROMPT_STOP_EPM=0
=====
```

The details of the parameters present in the `icr_silent_full_install.properties` template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: <code>echo \$AVAYA_ICRADMIN_HOME</code> Command output: <code>/opt/Avaya/ICR/ICRAAdmin</code> From the command output, exclude the ICR component directory name, that is <code>ICRAAdmin</code> and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at <code>/opt/Avaya/ICR</code> and ICR CCA installed at <code>/opt/Avaya/ICR2</code>, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: <code>ICRAAdmin, ICRCCA, ICRCore</code>.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code>.

Parameter	Description
	 Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura® Experience Portal system. To view the product ID, see Viewing the product ID of Avaya Aura Experience Portal on page 16.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRADMIN_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Admin.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRADMIN_OLD_VERSION	Set the value of this parameter to the version number of ICR Admin installed on the system. The silent installer uses this parameter only if you set the <code>ICRADMIN_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the <code>ICRCORE_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the <code>ICRCCA_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
PROMPT_STOP_EPM	The ICR Admin installer uses the value in this parameter to decide whether to stop Experience Portal Manager or not.

The icr_silent_icradmin_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
```

```
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR Admin will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAAdmin
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes
#
# Set the following variables to "true" if performing an upgrade operation
#
ICRADMIN_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRADMIN_OLD_VERSION=6.0.2.0.15

#
# Used by ICR Admin installer to decide whether to EPM or not.
# 0 - Indicates to stop EPM service before admin installation
# 1 - Indicates not to stop EPM service before admin installation
# Recommended to set this value as 0 otherwise ICRAAdmin menu's will not be visible
till vpms is restarted manually.
#
PROMPT_STOP_EPM=0
=====
```

The details of the parameters present in the
icr_silent_icradmin_install.properties template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME , echo \$AVAYA_ICRCORE_HOME , and echo \$AVAYA_ICRCCA_HOME . From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example,

Parameter	Description
	Command: <code>echo \$AVAYA_ICRADMIN_HOME</code> Command output: <code>/opt/Avaya/ICR/ICAdmin</code> From the command output, exclude the ICR component directory name, that is <code>ICAdmin</code> and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at <code>/opt/Avaya/ICR</code> and ICR CCA installed at <code>/opt/Avaya/ICR2</code>, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: <code>ICAdmin</code>.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code>.  Note: Do not change the default value.
ICRADMIN_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Admin.
ICRADMIN_OLD_VERSION	Set the value of this parameter to the version number of ICR Admin installed on the system. The silent installer uses this parameter only if you set the <code>ICRADMIN_UPGRADE_REQUIRED</code> parameter to <code>true</code>.
PROMPT_STOP_EPM	The ICR Admin installer uses the value in this parameter to decide whether to stop Experience Portal Manager or not.

The `icr_silent_icrcore_install.properties` template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
```

```

USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCore
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCORE_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCORE_OLD_VERSION=6.0.2.0.15
=====

```

The details of the parameters present in the
icr_silent_icrcore_install.properties template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME

Parameter	Description
	Command output: /opt/Avaya/ICR/ICAdmin From the command output, exclude the ICR component directory name, that is ICRAdmin and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at /opt/Avaya/ICR and ICR CCA installed at /opt/Avaya/ICR2, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR Core component that you want to upgrade and remove the other ICR components. The default feature list is: ICRCore.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is Typical.  Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura[®] Experience Portal system. To view the product ID, see Viewing the EPM product ID on page 16.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the ICRCORE_UPGRADE_REQUIRED parameter to <code>true</code>.

The icr_silent_icrcca_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.
```

```

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#Inputs to install ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCCA_OLD_VERSION=6.0.2.0.15
=====

```

The details of the parameters present in the `icr_silent_icrcca_install.properties` template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME

Parameter	Description
	Command output: /opt/Avaya/ICR/ICAAdmin From the command output, exclude the ICR component directory name, that is ICRAdmin and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at /opt/Avaya/ICR and ICR CCA installed at /opt/Avaya/ICR2, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: ICRCCA.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is Typical.  Note: Do not change the default value.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the ICRCCA_UPGRADE_REQUIRED parameter to <code>true</code>.

The icr_silent_icrcore_icrcca_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
```

```

#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA,ICRCORE
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCORE_OLD_VERSION=6.0.2.0.15
ICRCCA_OLD_VERSION=6.0.2.0.15

=====

```

The details of the fields present in the `icr_silent_icrcore_icrcca_install.properties` template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: <code>/opt/Avaya/ICR/ICAAdmin</code>

Parameter	Description
	From the command output, exclude the ICR component directory name, that is <code>ICRAdmin</code> and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at <code>/opt/Avaya/ICR</code> and ICR CCA installed at <code>/opt/Avaya/ICR2</code>, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: <code>ICRCCA, ICRCore</code>.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code>.  Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura[®] Experience Portal system. To view the product ID, see Viewing the EPM product ID on page 16.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the <code>ICRCORE_UPGRADE_REQUIRED</code> parameter to <code>true</code>.
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the <code>ICRCCA_UPGRADE_REQUIRED</code> parameter to <code>true</code>.

Installing ICR in a silent mode

Before you begin

- Check the prerequisites in [Prerequisites for installing](#) on page 41.
- Collect the required information as per [Installation worksheet](#) on page 42.
- Ensure that you install ICR Admin only on the primary Experience Portal Manager system.
- If you install ICR components in a silent mode, the ICR uninstaller uninstalls those ICR components only in a silent mode.

About this task

The procedure given in this topic is same for installing a single ICR component on a system or multiple ICR components on a single system or on multiple systems.

Procedure

1. Mount the ICR installation media.
2. Copy the required template file from the `template` directory to a temporary directory on the system.
3. Edit the settings in the file.
For more information about the parameters in the template files, see [Structure of silent installation template files](#) on page 62.
4. Save the changes and close the template file.
5. Type `./install_icr.bin -i silent -f <Location_of_the_icr_silent_install.properties_file>/<template_file_name>`, and press **Enter**.

Where,

- `-i` is the mode of installation.
- `-f` is the file location of the template file.

The installer starts installing the selected ICR components in a silent mode.

The installer does not display any message on the screen. You can check the installation status in the `ICR_InstallLog.log` log file that the installer creates for the silent installation.

- For successful installation of ICR, the silent installer creates the `ICR_InstallLog.log` log file in the default user install directory. The default user install directory can be `opt/Avaya/ICR`.

- For failed installation of ICR, the silent installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. The home directory of the logged in user can be `/home/sroot`.

Next steps

- If the silent installation is successful, perform the verification steps for the ICR components that you install:

ICR Components	Verification steps
All ICR components on a single system	Verifying ICR installation on a single system on page 113
ICR Admin	Verifying ICR Admin installation on page 114
ICR CCA	Verifying ICR CCA installation on page 115
ICR Core	Verifying ICR Core installation on page 116

- If the silent installation fails:
 - a. Check the `ICR_InstallLog.log` file to know the reason for the failed installation.
 - b. If the silent installation fails due to prerequisite check failed, ensure that the system on which you are installing ICR meets the required prerequisites.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17
[Upgrading ICR on an Avaya Linux system](#) on page 24
[Prerequisites for installing ICR](#) on page 41
[ICR installation worksheet](#) on page 42
[Installing ICR on a single system](#) on page 43
[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[Installing ICR Core](#) on page 57
[ICR installation in a silent mode](#) on page 61
[Upgrading the ICR components using the silent installer](#) on page 111
[Verifying ICR installation on a single system](#) on page 113
[Verifying ICR Admin installation](#) on page 114
[Verifying ICR CCA installation](#) on page 115
[Verifying the ICR Core installation](#) on page 116
[Mounting the ICR software media](#) on page 153

Chapter 6: Upgrading ICR components

Upgrading the ICR components installed on a single system

About this task

Upgrade the following ICR components installed on a single system:

1. ICR Admin
2. ICR CCA
3. ICR Core

The installer upgrades all ICR components in the specified order.

Procedure

1. Mount the ICR installation media on the system where you installed all three ICR components.
For information about mounting the installation media, see [Mounting the media](#) on page 153.
2. Type `./install_icr.bin`, and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.

Note:

Press `Enter` several times to view the complete license page.

The system displays the message: `Do you accept the terms of this license agreement?`

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Directory` screen, press `Enter` to accept the default path or enter the path where you installed all ICR components.
By default, the installer displays the path as: `/opt/Avaya/ICR`.

*** Note:**

- Before upgrading the ICR components, the installer checks if the specified path matches with the path set in the \$AVAYA_ICRADMIN_HOME, \$AVAYA_ICRCCA_HOME, and \$AVAYA_ICRCORE_HOME environment variables. If the path does not match, the system displays the `Install Path Mismatch` screen. The `Install Path Mismatch` screen prompts you to exit the installer and run the installer again with the correct path.
- If you installed the ICR components at different locations, you must separately upgrade each ICR component.

For more information about separately upgrading each ICR component, see [Upgrading ICR Admin](#) on page 83, [Upgrading ICR Core](#) on page 93, [Upgrading ICR CCA](#) on page 88.

```
=====
Install Path Mismatch
=====

Installer has found a mismatch in chosen path versus installed path. ICR
component(s) cannot be upgraded to a new location.

If you have previously installed ICR components on separate location
please upgrade each component individually at installed location:

Component:          Installed At:          New Location:
ICRAAdmin           /opt/Avaya/ICRAAdmin/ICRAAdmin           /opt/Avaya/ICR/
ICRAAdmin

PRESS <ENTER> TO EXIT THE INSTALLER:
=====
```

7. Press `Enter` to continue.

The system displays the `Choose Product Features` screen with the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select or clear the components by entering a choice.
 - To select or clear a feature, enter the feature number separated by a comma.
 - To cancel the installation, type `quit` and press `Enter`.
8. Type `1, 2, 3`, and press `Enter` to select ICR Admin, ICR CCA, and ICR Core components.
The system displays `[X]` besides the selected feature name.
9. Press `Enter` to continue.
The system displays the `Version Confirmation` screen with the information about the component that you are upgrading. The information includes the name of

the component, the installed version of the component, the new version of the component, and the installation type.

*** Note:**

When you install the ICR component, the **Install Type** column displays the installation type as **Full Install**. But, when you upgrade the ICR component, the **Install Type** column displays the installation type as **Upgrade**.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:    New Version:      Install Type:
ICRAAdmin       7.0.0.0.x                7.0.0.0.x         Upgrade
ICRCCA          7.0.0.0.x                7.0.0.0.x         Upgrade
ICRCore         7.0.0.0.x                7.0.0.0.x         Upgrade

Continue with installation? (Y/N): y
=====
```

10. Type Y, and press Enter to continue.

The installer checks the prerequisites required for upgrading the selected ICR components and displays the following Prerequisite Status screen with the pass and fail status of each prerequisite:

```
=====
Prerequisite Status
-----

-
Hardware=====
====
| -
Processor=====
==
| | - Count-----
Passed
| |   Expected: Count >= 2
| |   Found:    2
| - Physical Memory-----
Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found: 3.743 GB
| - Available Disk Space-----
Passed
| |   Expected: 5.0 GB or greater
| |   Found:  /dev/sda1      10G      Passed
-
OS=====
====
| - Linux
```

```

Version=====Passed
| | Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| | Found: Red Hat Enterprise Linux Server release 6.4 (Santiago) x86_64
| - Host IP
Address=====
| | - Host IP Address (v4)-----
Passed
| | Expected: Not 127.0.0.1
| | Found: 148.147.176.148
| - Localhost-----
Passed
| | Expected: 127.0.0.1
| | Found: 127.0.0.1
- EPMS
=====Passed
| | Expected: 7.x
| | Found: 7.0.0.0.x
PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the upgrading of ICR fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press **Enter** to exit the installer.

For the failed upgrading of ICR, the installer creates the `ICR_InstallLog.log` file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` log file contains the details of the prerequisite check.

11. Press **Enter to continue.**

The system displays the **Stopping EPM service** screen to stop the Experience Portal Manager service.

To upgrade ICR Admin, the installer must stop the Experience Portal Manager service before the upgrade starts.

The default option is **Continue**.

```

=====
==
Stopping EPM service
=====

Installer will now proceed to stop Experience Portal Management service.
Do you
want to continue?

->1- Continue
   2- Exit

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE
DEFAULT:
=====

```

12. Press **Enter to continue the upgrade.**

The system displays the Pre-Installation Summary screen with the summary similar to the following:

```
=====
Pre-Installation Summary
-----

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRAdmin       7.0.0.0.x   220.0 MB
    ICRCCA         7.0.0.0.x   350.0 MB
    ICRCore        7.0.0.0.x   720.0 MB

Disk Space Information (for Installation Target):
    Required: 1290.0 MB
    Available: 1500.094 MB
PRESS <ENTER> TO CONTINUE:
=====
```

13. Press Enter to continue.

The installer starts copying the required files to the system. After the installer completes copying the files, the system displays the Starting EPM service screen to confirm the start of the Experience Portal Manager service.

```
=====
Starting EPM service
-----

Installer will now proceed to start EPM and dependent services. This
operation
will take some time.

PRESS <ENTER> TO CONTINUE:
=====
```

14. Press Enter to continue.

The installer completes the installation of ICR Admin, and displays the ICRAdmin: Installation Complete screen.

The ICRAdmin: Installation Complete screen displays the information about successful installation of ICR Admin and provides information to validate the installation of ICR Admin.

 Note:

The installer creates the ICR Admin installation logs in the ICRAdmin_InstallLog.log and icr_install_script.log files located in the \$AVAYA_ICRADMIN_HOME/logs directory. Check the log files for any post installation errors.

The `$AVAYA_ICRADMIN_HOME` variable is available in the new Linux session and not in the same installation session.

15. Press `Enter` to continue.

The installer displays the `Starting ICRCCA service` screen to confirm the start of the ICR CCA service.

```
=====
Starting ICRCCA service...
-----

Installer will now proceed to start ICRCCA and dependent services. This
operation will take some time.

PRESS <ENTER> TO CONTINUE:
=====
```

16. Press `Enter` to continue.

The installer completes the installation of ICR CCA and displays the `ICRCCA: Installation Complete` screen.

The `ICRCCA: Installation Complete` screen displays the information about successful installation of ICR CCA and provides information to validate the installation of ICR CCA.

*** Note:**

The installer creates the ICR CCA installation logs in the `ICRCCA_InstallLog.log` and `cca_install_script.log` files located in the `$AVAYA_ICRCCA_HOME/logs` directory. Check the log files for any post installation errors.

17. Press `Enter` to continue.

The installer displays the `Starting ICRCore service` screen to confirm the start of the ICR Core service.

```
=====
Starting ICRCore service...
-----

Installer will now proceed to start ICRCore and dependent services. This
operation will take some time.

PRESS <ENTER> TO CONTINUE:
=====
```

18. Press `Enter` to continue.

The installer installs ICR Core and displays the `ICRCore: Installation Complete` screen.

The `ICRCore: Installation Complete` screen displays the information about successful installation of ICR Core and provides information to validate the installation of ICR Core.

*** Note:**

The installer creates the ICR Core installation logs in the `ICRCore_InstallLog.log` file, which is located in the

`$AVAYA_ICRCORE_HOME/logs` directory. Check the log files for any post installation errors.

19. Press `Enter` to exit the installer.

Next steps

1. Verify the upgrade of ICR on a single system. For more information, see [Verifying ICR upgrade on a single system](#) on page 117.
2. On the **Call Control Application (CCA) Properties** tab of the Change ICR Applications page, update the property values according to the property values in the restored `icrcca.properties` file.

Related topics:

- [Upgrading the ICR Admin component](#) on page 83
- [Upgrading the ICR CCA component](#) on page 88
- [Upgrading the ICR Core component](#) on page 93
- [Upgrading the ICR components using the silent installer](#) on page 111
- [Verifying ICR upgrade on a single system](#) on page 117
- [Verifying the ICR Admin component upgrade](#) on page 118
- [Verifying the ICR CCA component upgrade](#) on page 119
- [Verifying the ICR Core component upgrade](#) on page 120

Upgrading the ICR Admin component

Before you begin

Before upgrading ICR Admin, check prerequisites mentioned in [Prerequisites for upgrading](#) on page 15.

Procedure

1. Mount the ICR installation media on the system on which you installed ICR Admin.
For information about mounting the installation media, see [Mounting the media](#) on page 153.
2. Type `./install_icr.bin` and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.

Note:

Press `Enter` several times to view the complete license page.

The system displays a message: Do you accept the terms of this license agreement?

5. Type `Y` and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to accept the default path or enter the path where you installed ICR Admin.

By default, the installer displays the path as: `/opt/Avaya/ICR`.

*** Note:**

Before upgrading ICR Admin, the installer checks if the specified path matches with the path set in the `$AVAYA_ICRADMIN_HOME` environment variable. If the path does not match, the installer displays the `Install Path Mismatch` screen. The `Install Path Mismatch` screen prompts you to exit the installer and run the installer again with the correct path.

```
=====
Install Path Mismatch
-----

Installer has found a mismatch in chosen path versus installed path. ICR
component(s) cannot be upgraded to a new location.

If you have previously installed ICR components on separate location please
upgrade each component individually at installed location:

Component:      Installed At:                      New Location:
ICRADMIN        /opt/Avaya/ICRADMIN/ICRADMIN      /opt/Avaya/ICR/ICRADMIN

PRESS <ENTER> TO EXIT THE INSTALLER:
=====
```

7. Press `Enter` to continue.

On the `Choose Product Features` screen, the system displays a message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select or clear the components by entering a choice.
- To select or clear a feature, enter the feature number separated by a comma.
- To cancel the installation, type `quit` and press `Enter`.

8. Type `1` and press `Enter` to select ICR Admin.
The system displays `[X]` besides the selected feature name.
9. Press `Enter` to continue.
The system displays the `Version Confirmation` screen with the information about the component that you are upgrading. The information includes the name of

the component, the installed version of the component, the new version of the component, and the installation type.

*** Note:**

When you install the ICR component, the **Install Type** column displays the installation type as **Full Install**. But, when you upgrade the ICR component, the **Install Type** column displays the installation type as **Upgrade**.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:      New Version:      Install Type:
ICRAAdmin      7.0.0.0.x          7.0.0.0.x          Upgrade

Continue with installation? (Y/N):
=====
```

10. Type **Y** and press **Enter** to continue.

The installer checks the prerequisites required for ICR Admin and displays the summary similar to the following.

```
=====
Prerequisite Status
-----

-
Hardware=====
====
| -
Processor=====
==
| | - Count-----
Passed
| |   Expected: Count >= 2
| |   Found:      2
| - Physical Memory-----
Passed
| |   Expected: 4 GB (Approximate) or greater
| |   Found: 3.869 GB
| - Available Disk Space-----
Passed
| |   Expected: 5.0 GB or greater
| |   Found:  /dev/sda1          10G          Passed
-
OS=====
====
| - Linux
Version=====Passed
| |   Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| |   Found: Red Hat Enterprise Linux Server release 6.5 (Santiago) x86_64
```

```

| - Host IP
Address=====
| | - Host IP Address (v4)-----
Passed
| | Expected: Not 127.0.0.1
| | Found: 148.147.176.144
| - Localhost-----
Passed
| | Expected: 127.0.0.1
| | Found: 127.0.0.1
- EPMS
=====Passed
| | Expected: 7.x
| | Found: 7.0.0.0.x

PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the upgrading of ICR fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press Enter to exit the installer.

For the failed upgrading of ICR, the installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` log file contains the details of the prerequisite check.

11. Press Enter to continue.

The system displays the Stopping EPM service screen to stop the Experience Portal Manager service.

To upgrade ICR Admin, the installer must stop the Experience Portal Manager service before the upgrade starts.

The default option is Continue.

```

=====
Stopping EPM service
-----

Installer will now proceed to stop Experience Portal Management service.
Do you
want to continue?

->1- Continue
   2- Exit

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE
DEFAULT:
=====

```

12. Press Enter to continue upgrade.

The system displays the Pre-Installation Summary screen with the summary similar to the following:

```
=====
Pre-Installation Summary
-----

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRAdmin       7.0.0.0.x   220.0 MB

Disk Space Information (for Installation Target):
    Required: 220.0 MB
    Available: 184.719 MB

PRESS <ENTER> TO CONTINUE:
=====
```

13. Press Enter to continue.

The installer starts copying the required files to the system. After the installer completes copying the files, the system displays the Starting EPM service screen to confirm the start of the Experience Portal Manager service.

```
=====
Starting EPM service
-----

Installer will now proceed to start EPM and dependent services. This
operation
will take some time.

PRESS <ENTER> TO CONTINUE:
=====
```

14. Press Enter to continue.

The installer completes the installation of ICR Admin and displays the ICRAdmin: Installation Complete screen.

The ICRAdmin: Installation Complete screen displays the information about successful installation of ICR Admin and provides information to validate the installation of ICR Admin.

 Note:

The installer creates the ICR Admin installation logs in the ICRAdmin_InstallLog.log and admin_install_script.log files located in the \$AVAYA_ICRADMIN_HOME/logs directory. After upgrading ICR Admin, check the log files for any errors.

15. Press `Enter` to exit the installer.

Next steps

Verify that the ICR Admin component is upgraded successfully.

For more information, see [Verifying the ICR Admin component upgrade](#) on page 118.

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR CCA component](#) on page 88

[Upgrading the ICR Core component](#) on page 93

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying ICR upgrade on a single system](#) on page 117

[Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR CCA component upgrade](#) on page 119

[Verifying the ICR Core component upgrade](#) on page 120

Upgrading the ICR CCA component

Before you begin

Check the prerequisites mentioned in [Prerequisites for upgrading](#) on page 15.

Procedure

1. Mount the ICR installation media on the system on which you installed ICR CCA.
For information about mounting the installation media, see [Mounting the media](#) on page 153.
2. Type `./install_icr.bin`, and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.

Note:

Press `Enter` several times to view the complete license page.

The system displays the message: `Do you accept the terms of this license agreement?`

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to accept the default path or enter the path where you installed ICR CCA.

By default, the installer displays the path as: `/opt/Avaya/ICR`.

*** Note:**

Before upgrading the ICR CCA component, the installer checks if the specified path matches the path set in the `$AVAYA_ICRCCA_HOME` environment variable. If the path does not match, the system displays the `Install Path Mismatch` screen. The `Install Path Mismatch` screen prompts you to exit the installer and run the installer again with the correct path.

```
=====
Install Path Mismatch
=====

Installer has found a mismatch in chosen path versus installed path. ICR
component(s) cannot be upgraded to a new location.

If you have previously installed ICR components on separate location please
upgrade each component individually at installed location:

Component:          Installed At:          New Location:
ICRCCA              /opt/Avaya/ICRCCA/ICRCCA              /opt/Avaya/ICR/ICRCCA

PRESS <ENTER> TO EXIT THE INSTALLER:
=====
```

7. Press `Enter` to continue.

The system displays the `Choose Product Features` screen with the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select or clear the components by entering a choice.
- To select or clear a feature, enter the feature number separated by comma.
- To cancel the installation, type `quit` and press `Enter`.

8. Type `2`, and press `Enter` to select ICR CCA .

The system displays `[X]` besides the selected feature name.

9. Press `Enter` to continue.

The system displays the `Version Confirmation` screen with the information about the component that you are upgrading. The information includes the name of the component, the installed version of the component, the new version of the component, and the installation type.

*** Note:**

When you install the ICR component, the **Install Type** column displays the installation type as **Full Install**. But, when you upgrade the ICR component, the **Install Type** column displays the installation type as **Upgrade**.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:      New Version:      Install Type:
ICRCCA          7.0.0.0.x          7.0.0.0.x          Upgrade

Continue with installation? (Y/N):
=====
```

10. Type Y, and press Enter to continue.

The installer checks the prerequisites required for upgrading ICR CCA and displays the **Prerequisite Status** screen with the pass and fail status of each prerequisite:

```
=====
Prerequisite Status
-----

-
Hardware=====
====
| -
Processor=====
==
| | - Count-----
Passed
| | Expected: Count >= 2
| | Found: 2
| - Physical Memory-----
Passed
| | Expected: 4 GB (Approximate) or greater
| | Found: 3.869 GB
| - Available Disk Space-----
Passed
| | Expected: 5.0 GB or greater
| | Found: /dev/sda1 10G Passed
-
OS=====
====
| - Linux
Version=====Passed
| | Expected: Red Hat Enterprise Linux Release 6.4 x86_64 or greater
| | Found: Red Hat Enterprise Linux Server release 6.5 (Santiago) x86_64
| - Host IP
Address=====
```

```

| | - Host IP Address (v4)-----
Passed
| |     Expected: Not 127.0.0.1
| |     Found:    148.147.176.144
| - Localhost-----
Passed
| |     Expected: 127.0.0.1
| |     Found:    127.0.0.1
- EPMS
=====Passed
| |     Expected: Optional
| |     Found:    7.0.0.0.x

PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the upgrading of ICR fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press `Enter` to exit the installer.

For the failed upgrading of ICR, the installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` log file contains the details of the prerequisite check.

11. Press `Enter` to continue.

The system displays the `Pre-Installation Summary` screen with the summary similar to the following:

```

=====
Pre-Installation Summary
-----

Please Review the Following Before Continuing:

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRCCA         7.0.0.0.x   350.0 MB

Disk Space Information (for Installation Target):
    Required: 350.0 MB
    Available: 193.25 MB

PRESS ENTER TO CONTINUE:
=====

```

12. Press `Enter` to continue.

The installer starts copying the required files to the system. After the installer completes copying the files, the system displays the `Starting ICRCCA service` screen to confirm the start of the ICR CCA service.

```
=====
Starting ICRCCA service...
=====

Installer will now proceed to start ICRCCA and dependent services. This
operation will take some time.

PRESS <ENTER> TO CONTINUE:
=====
```

13. Press `Enter` to continue.

The installer completes the installation of ICR CCA and displays the `ICRCCA: Installation Complete` screen.

The `ICRCCA: Installation Complete` screen displays the information about successful installation of ICR CCA and provides information to validate the installation of ICR CCA.

 Note:

By default, the installer creates the install logs of ICR CCA in the `ICRCCA_InstallLog.log` and `cca_install_script.log` files located in the `$AVAYA_ICRCCA_HOME/logs` directory. Check the log files for any post installation errors.

The `$AVAYA_ICRCCA_HOME` variable is available in the new Linux session and not in the same installation session.

14. Press `Enter` to exit the installer.

Next steps

Verify that the ICR CCA component is upgrade successfully.

For more information, see [Verifying the ICR CCA component upgrade](#) on page 119.

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR Admin component](#) on page 83

[Upgrading the ICR Core component](#) on page 93

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying ICR upgrade on a single system](#) on page 117

[Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR CCA component upgrade](#) on page 119

[Verifying the ICR Core component upgrade](#) on page 120

Upgrading the ICR Core component

Before you begin

Complete the upgrading prerequisites. See [Prerequisites for upgrading](#) on page 15.

About this task

If the configuration of ICR has multiple Core servers with the Terracotta server in the high availability mode, upgrade the ICR Core component in one of the following ways:

- Upgrade the ICR Core component on all passive Terracotta servers first and after that upgrade on the active Terracotta server.

Check the instances of active and passive Terracotta servers.

- a. Log in to the ICR Core system on which you want to check the active and passive roles of the running Terracotta server.
- b. Go to the `$AVAYA_ICRCORE_HOME/terracotta-server/bin/` directory.
- c. Run the script: `./server-stat.sh`.

The system displays the result similar to the following:

```
=====
localhost.health: OK
localhost.role: ACTIVE
localhost.state: ACTIVE-COORDINATOR
localhost.jmxport: 9520
=====
```

The *localhost.role* value shows the role of the Terracotta server.

Note:

If the system displays the error message: `./server-stat.sh: the JAVA_HOME environment variable is not defined correctly`, run the command: `export JAVA_HOME=/opt/Avaya/ICR/ICRCore/Java/` and then verify the Terracotta server mode.

- Stop the following ICR Core services that are running on the system and after that upgrade ICR Core one after the other.

```
service icrcore stop
```

```
service terracottaSrv stop
```

```
service icrwebservice stop
```

Procedure

1. Mount the ICR installation media on the system on which you installed ICR Core.
For information about mounting the installation media, see [Mounting the media](#) on page 153.
2. Type `./install_icr.bin`, and press `Enter` to run the installer.
3. On the `Introduction` screen, press `Enter`.
4. On the `License` screen, press `Enter`.

*** Note:**

Press `Enter` several times to view the complete license page.

The system displays the message: Do you accept the terms of this license agreement?

5. Type `Y`, and press `Enter` to accept the license agreement.
6. On the `Choose Install Path` screen, press `Enter` to accept the default path or enter the path where you installed ICR Core.

By default, the installer displays the path as: `/opt/Avaya/ICR`.

*** Note:**

Before upgrading ICR Core, the installer checks if the specified path matches the path set in the `$AVAYA_ICRCORE_HOME` environment variable. If the path does not match, the installer displays the `Install Path Mismatch` screen. The `Install Path Mismatch` screen prompts you to exit the installer and run the installer again with the correct path.

```
=====
Install Path Mismatch
-----

Installer has found a mismatch in chosen path versus installed path. ICR
component(s) cannot be upgraded to a new location.

If you have previously installed ICR components on separate location
please upgrade each component individually at installed location:

Component:          Installed At:                      New Location:
ICRCORE             /opt/Avaya/ICRCORE/ICRCORE      /opt/Avaya/ICR/ICRCORE

PRESS <ENTER> TO EXIT THE INSTALLER:
=====
```

7. Press `Enter` to continue.
The system displays the `Choose Product Features` screen with the message: Please choose the Features to be installed by this installer.

+ Tip:

- By default, the system does not select any component. You can select or clear the components by entering a choice.
- To select or clear a feature, enter the feature number separated by a comma.
- To cancel the installation, type `quit` and press `Enter`.

8. Type `3`, and press `Enter` to select ICR Core .

The system displays `[X]` besides the selected feature name.

9. Press `Enter` to continue.

The system displays the `Version Confirmation` screen with the information about the component that you are upgrading. The information includes the name of the component, the installed version of the component, the new version of the component, and the installation type.

*** Note:**

When you install the ICR component, the **Install Type** column displays the installation type as **Full Install**. But, when you upgrade the ICR component, the **Install Type** column displays the installation type as **Upgrade**.

```
=====
Version Confirmation
-----

For the components to be installed, confirm the version numbers and the
install
type. For upgrades, most data and configuration will be preserved. For full
installs, however, existing data and configuration will be overwritten.

Please proceed to accept, or type "back" to return to the previous dialog
to
modify which components to install.

Component:      Installed Version:      New Version:      Install Type:
ICRCore         7.0.0.0.x          7.0.0.0.x        Upgrade

Continue with installation? (Y/N):
=====
```

10. Type `Y`, and press `Enter` to continue.

The installer checks the prerequisites required for upgrading ICR Core and displays the following `Prerequisite Status` screen with the pass and fail status of each prerequisite:

```
=====
Prerequisite Status
-----

-
Hardware=====
=====
| -
```

```

Processor=====
==
| | - Count-----
Passed
| |     Expected: Count >= 2
| |     Found:      2
| - Physical Memory-----
Passed
| |     Expected: 4 GB (Approximate) or greater
| |     Found: 3.869 GB
| - Available Disk Space-----
Passed
| |     Expected: 5.0 GB or greater
| |     Found:  /dev/sda1      10G      Passed
-
OS=====
====
| - Linux
Version=====Passed
| |     Expected: Red Hat Enterprise Linux Release 6.4  x86_64 or greater
| |     Found: Red Hat Enterprise Linux Server release 6.5 (Santiago) x86_64
| - Host IP
Address=====
| | - Host IP Address (v4)-----
Passed
| |     Expected: Not 127.0.0.1
| |     Found:    148.147.176.144
| - Localhost-----
Passed
| |     Expected: 127.0.0.1
| |     Found:    127.0.0.1
- EPMS
=====Passed
| |     Expected: Optional
| |     Found:    7.0.0.0.x

PRESS <ENTER> TO CONTINUE:
=====

```

*** Note:**

If the prerequisite check fails for any component, the upgrading of ICR fails. The system displays the ICR Prerequisite Check: Failed screen on which you can press **Enter** to exit the installer.

For the failed upgrading of ICR, the installer creates the `ICR_InstallLog.log` log file in the `home` directory of the logged in user. For example, `/home/sroot`. The `ICR_InstallLog.log` log file contains the details of the prerequisite check.

11. Press **Enter** to continue.

The system displays the `Pre-Installation Summary` screen with the summary similar to the following:

```

=====
Pre-Installation Summary
=====

Please Review the Following Before Continuing:

```

```

Product Name:
    ICR

Install Folder:
    /opt/Avaya/ICR

Product Features:
    Component      Version      Disk Space
    ICRCore        7.0.0.0.x   720.0 MB

Disk Space Information (for Installation Target):
    Required: 720.0 MB
    Available: 193.953 MB

PRESS ENTER TO CONTINUE:
=====

```

12. Press Enter to continue.

The installer starts copying the required files to the system. After the installer completes copying the files, the system displays the `Starting ICRCore service` screen to confirm the start of the Experience Portal Manager service.

```

=====
Starting ICRCore service...
-----

Installer will now proceed to start ICRCore and dependent services. This
operation will take some time.

PRESS <ENTER> TO CONTINUE:
=====

```

13. Press Enter to continue.

The installer installs ICR Core and displays the `ICRCore: Installation Complete` screen.

The `ICRCore: Installation Complete` screen displays the information about successful installation of ICR Core and provides information to validate the installation of ICR Core.

 Note:

The installer creates the ICR Core installation logs in the `ICRCore_InstallLog.log` file located in the `$AVAYA_ICRCORE_HOME` directory. Check the log files for any post installation errors.

14. Press Enter to exit the installer.

Next steps

1. Verify that the ICR Core component is upgraded successfully.

For more information, see [Verifying the ICR Core component upgrade](#) on page 120.

2. From the ICR Manager page, start the ICR Core service.

- a. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**.
- b. On the ICR Manager webpage, select the ICR Core server.
- c. In the **Service Commands** area, click **Start**.

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR Admin component](#) on page 83

[Upgrading the ICR CCA component](#) on page 88

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying ICR upgrade on a single system](#) on page 117

[Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR CCA component upgrade](#) on page 119

[Verifying the ICR Core component upgrade](#) on page 120

About ICR upgrade in a silent mode

Silent upgrade is the upgrade where you do not need to interact with the upgrade installer during the upgrade process. The upgrade installer uses the settings from the file that you specify and accordingly complete the upgrade process.

ICR provides different template files for upgrading a single ICR component and multiple ICR components in a silent mode. All template files are present in the `templates` directory in the ICR software media.

When you run the ICR silent upgrade installer, the upgrade installer does not display the upgrade progress and any message for successful or failed upgrade. Therefore, you must wait until the upgrade installer completes the upgrade process and then displays the command prompt.

After the upgrade process completes, the upgrade installer creates the `ICR_InstallLog.log` file for the silent upgrade. In the `ICR_InstallLog.log` file, you can check the status of the upgrade process.

Related topics:

[Template files to install or upgrade ICR components in a silent mode](#) on page 61

[Structure of the silent installation and upgrade template files](#) on page 62

[Upgrading the ICR components using the silent installer](#) on page 111

Template files to install or upgrade ICR components in a silent mode

Use the following template files to install or upgrade a single ICR component or multiple ICR components together on a system:

Template file	Components	Description
<code>icr_silent_full_install.properties</code>	ICR Admin, ICRCore, and ICR CCA	Use this template file to install or upgrade all the ICR components on a single system.
<code>icr_silent_icradmin_install.properties</code>	ICR Admin	Use this template file to install or upgrade ICR Admin on the primary Experience Portal Manager system.
<code>icr_silent_icrcore_install.properties</code>	ICR Core	Use this template file to install or upgrade ICR Core on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.
<code>icr_silent_icrcca_install.properties</code>	ICR CCA	Use this template file to install or upgrade ICR CCA on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.
<code>icr_silent_icrcore_icrcca_install.properties</code>	ICR Core and ICR CCA	Use this template file to install or upgrade ICR Core and ICR CCA together on an auxiliary Experience Portal Manager system, a standalone Avaya Enterprise Linux, or a standalone Redhat Enterprise Linux system.

Structure of the silent installation and upgrade template files

This sections describes the structure of all the template files that ICR provides for installing and upgrading ICR components in a silent mode.

Related topics:

[The icr_silent_full_install.properties template file](#) on page 63

[The icr_silent_full_install.properties template file](#) on page 63

[The icr_silent_icradmin_install.properties template file](#) on page 65

[The icr_silent_icradmin_install.properties template file](#) on page 65

[The icr_silent_icrcore_install.properties template file](#) on page 67

[The icr_silent_icrcore_install.properties template file](#) on page 67

[The icr_silent_icrcca_install.properties template file](#) on page 69

[The icr_silent_icrcca_install.properties template file](#) on page 69

[The icr_silent_icrcore_icrcca_install.properties template file](#) on page 71

[The icr_silent_icrcore_icrcca_install.properties template file](#) on page 71

The icr_silent_full_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAAdmin,ICRCCA,ICRCORE
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRADMIN_UPGRADE_REQUIRED=false
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false
```

```
#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRADMIN_OLD_VERSION=6.0.2.0.15
ICRCORE_OLD_VERSION=6.0.2.0.15
ICRCCA_OLD_VERSION=6.0.2.0.15

#
# Used by ICR Admin installer to decide whether to stop EPM or not.
# 0 - Indicates to stop EPM service before admin installation
# 1 - Indicates not to stop EPM service before admin installation
# Recommended to set this value as 0 otherwise ICRAdmin menu's will not be visible
till vpms is restarted manually.
#
PROMPT_STOP_EPM=0
=====
```

The details of the parameters present in the `icr_silent_full_install.properties` template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: <code>/opt/Avaya/ICR/ICAAdmin</code> From the command output, exclude the ICR component directory name, that is <code>ICAAdmin</code> and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at <code>/opt/Avaya/ICR</code> and ICR CCA installed at <code>/opt/Avaya/ICR2</code>, you

Parameter	Description
	must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: ICRAAdmin, ICRCCA, ICRCore.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code> .  Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura [®] Experience Portal system. To view the product ID, see Viewing the product ID of Avaya Aura Experience Portal on page 16.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRADMIN_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Admin.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRADMIN_OLD_VERSION	Set the value of this parameter to the version number of ICR Admin installed on the system. The silent installer uses this parameter only if you set the <code>ICRADMIN_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the <code>ICRCORE_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the <code>ICRCCA_UPGRADE_REQUIRED</code> parameter to <code>true</code> .

Parameter	Description
PROMPT_STOP_EPM	The ICR Admin installer uses the value in this parameter to decide whether to stop Experience Portal Manager or not.

The icr_silent_icradmin_install.properties template file

```

=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR Admin will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAAdmin
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes
#
# Set the following variables to "true" if performing an upgrade operation
#
ICRADMIN_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRADMIN_OLD_VERSION=6.0.2.0.15

#
# Used by ICR Admin installer to decide whether to EPM or not.
# 0 - Indicates to stop EPM service before admin installation
# 1 - Indicates not to stop EPM service before admin installation
# Recommended to set this value as 0 otherwise ICRAAdmin menu's will not be visible
till vpms is restarted manually.
#
PROMPT_STOP_EPM=0
=====

```

The details of the parameters present in the
icr_silent_icradmin_install.properties template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed.

Parameter	Description
	Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: <code>/opt/Avaya/ICR/ICAdmin</code> From the command output, exclude the ICR component directory name, that is <code>ICAdmin</code> and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at <code>/opt/Avaya/ICR</code> and ICR CCA installed at <code>/opt/Avaya/ICR2</code>, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: <code>ICAdmin</code>.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code>.  Note: Do not change the default value.
ICRADMIN_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Admin.
ICRADMIN_OLD_VERSION	Set the value of this parameter to the version number of ICR Admin installed on the system. The silent installer uses this parameter only if you set the ICRADMIN_UPGRADE_REQUIRED parameter to <code>true</code>.

Parameter	Description
PROMPT_STOP_EPM	The ICR Admin installer uses the value in this parameter to decide whether to stop Experience Portal Manager or not.

The icr_silent_icrcore_install.properties template file

```

=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCore
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCORE_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCORE_OLD_VERSION=6.0.2.0.15
=====

```

The details of the parameters present in the
icr_silent_icrcore_install.properties template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed.

Parameter	Description
	Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: /opt/Avaya/ICR/ICAAdmin From the command output, exclude the ICR component directory name, that is ICRAdmin and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at /opt/Avaya/ICR and ICR CCA installed at /opt/Avaya/ICR2, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR Core component that you want to upgrade and remove the other ICR components. The default feature list is: ICRCore.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is Typical.  Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura[®] Experience Portal system. To view the product ID, see Viewing the EPM product ID on page 16.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.

Parameter	Description
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the <code>ICRCORE_UPGRADE_REQUIRED</code> parameter to <code>true</code> .

The `icr_silent_icrcca_install.properties` template file

```

=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#Inputs to install ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCCA_OLD_VERSION=6.0.2.0.15
=====

```

The details of the parameters present in the `icr_silent_icrcca_install.properties` template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: /opt/Avaya/ICR/ICAAdmin From the command output, exclude the ICR component directory name, that is ICRAdmin and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at /opt/Avaya/ICR and ICR CCA installed at /opt/Avaya/ICR2, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: ICRCCA.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <code>Typical</code>.  Note: Do not change the default value.
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.

Parameter	Description
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the ICRCCA_UPGRADE_REQUIRED parameter to true.

The icr_silent_icrcore_icrcca_install.properties template file

```
=====
# This file updated on Tue Jan 22 11:32:08 IST 2013
# It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA,ICRCore
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM Product Key used by ICR Core
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
# Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false

#
#Set below variables while silently upgrading ICR Components. The variable
#[Component Name]_OLD_VERSION in effect only if [Component Name]_UPGRADE_REQUIRED is
set to "true".
#The value for each variable can be found in a file version.txt under home directory
for each component.
#
ICRCORE_OLD_VERSION=6.0.2.0.15
ICRCCA_OLD_VERSION=6.0.2.0.15
=====
```

The details of the fields present in the
icr_silent_icrcore_icrcca_install.properties template file are:

Parameter	Description
USER_INSTALL_DIR	Specify the directory where the ICR components are installed. Use the echo command to find the location of the ICR components that you already installed. For example, echo \$AVAYA_ICRADMIN_HOME, echo \$AVAYA_ICRCORE_HOME, and echo \$AVAYA_ICRCCA_HOME. From the output of the echo command, copy the installed location of the ICR component, excluding the ICR component directory name displayed at the end. Use the copied location as the value for the USER_INSTALL_DIR parameter. For example, Command: echo \$AVAYA_ICRADMIN_HOME Command output: /opt/Avaya/ICR/ICAdmin From the command output, exclude the ICR component directory name, that is ICAdmin and use the remaining part as the upgrade location.  Note: If you installed the ICR components in different directories, for example ICR Admin installed at /opt/Avaya/ICR and ICR CCA installed at /opt/Avaya/ICR2, you must separately upgrade those ICR components.
CHOSEN_INSTALL_FEATURE_LIST	Specify the ICR components that you want to upgrade and remove the other ICR components. The default feature list is: ICRCCA, ICRCore.
CHOSEN_INSTALL_SET	Specify the installation type. The default value is <i>Typical</i>.  Note: Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	Specify the Product ID of the Avaya Aura[®] Experience Portal system. To view the product ID, see Viewing the EPM product ID on page 16.

Parameter	Description
VPMS_IP_ADDRESS_1	Specify the IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR CCA.
ICRCORE_UPGRADE_REQUIRED	Set the value of this parameter to <code>true</code> if you want to upgrade ICR Core.
ICRCORE_OLD_VERSION	Set the value of this parameter to the version number of ICR Core installed on the system. The silent installer uses this parameter only if you set the <code>ICRCORE_UPGRADE_REQUIRED</code> parameter to <code>true</code> .
ICRCCA_OLD_VERSION	Set the value of this parameter to the version number of ICR CCA installed on the system. The silent installer uses this parameter only if you set the <code>ICRCCA_UPGRADE_REQUIRED</code> parameter to <code>true</code> .

Upgrading the ICR components using the silent installer

Procedure

1. Mount the ICR software media on a system where you want to upgrade the ICR components.
2. Copy the required template file from the template directory to a temporary directory on the system.
3. Edit the settings in the template file.
For more information about the parameters in the template files, see [Structure of silent installation template files](#) on page 62.
4. Save the changes and close the file.
5. Type `./install_icr.bin -i silent -f <Location_of_the_icr_silent_install.properties_file>/icr_silent_install.properties` and press Enter:
where,
 - *i* is the mode of upgrade.
 - *f* is the file location of the `icr_silent_install.properties` file.

The installer upgrades the specified ICR component.

*** Note:**

- The system does not display the upgrade progress. Therefore, wait until the upgrade process completes.
- If you upgrade the ICR components using the silent installer, the uninstaller uninstalls all ICR components in a silent mode.

Next steps

- If the silent upgrade is successful, perform the verification steps for the ICR components that you upgrade:

ICR Components	Verification steps
All ICR components on a single system	Verifying ICR upgrade on a single system on page 117
ICR Admin	Verifying ICR Admin upgrade on page 118
ICR Core	Verifying ICR Core upgrade on page 120
ICR CCA	Verifying ICR CCA upgrade on page 119

- If the silent installation fails:
 - a. Check the `ICR_InstallLog.log` file to know the reason for the failed upgrade.
 - b. Ensure that the system on which you are upgrading the ICR components meets the required prerequisites.

Related topics:

[Installing ICR in a silent mode](#) on page 74
[Upgrading the ICR components installed on a single system](#) on page 77
[Upgrading the ICR Admin component](#) on page 83
[Upgrading the ICR CCA component](#) on page 88
[Upgrading the ICR Core component](#) on page 93
[Verifying ICR upgrade on a single system](#) on page 117
[Verifying the ICR Admin component upgrade](#) on page 118
[Verifying the ICR CCA component upgrade](#) on page 119
[Verifying the ICR Core component upgrade](#) on page 120
[Mounting the ICR software media](#) on page 153

Chapter 7: Post Upgrade Verification

Verifying ICR component installation

Verifying ICR installation on a single system

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that ICR Admin is successfully installed.
For more information, see [Verifying ICR Admin installation](#) on page 114.
3. Verify that ICR CCA is successfully installed.
For more information, see [Verifying ICR CCA installation](#) on page 115.
4. Verify that ICR Core is successfully installed.
For more information, see [Verifying ICR Core installation](#) on page 116.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17
[Upgrading ICR on an Avaya Linux system](#) on page 24
[Prerequisites for installing ICR](#) on page 41
[ICR installation worksheet](#) on page 42
[Installing ICR on a single system](#) on page 43
[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[Installing ICR Core](#) on page 57
[ICR installation in a silent mode](#) on page 61
[Installing ICR in a silent mode](#) on page 74
[Verifying ICR Admin installation](#) on page 114
[Verifying ICR CCA installation](#) on page 115
[Verifying the ICR Core installation](#) on page 116

Verifying ICR Admin installation

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the Experience Portal Manager service is running:
Enter the command: **service** `vpms status`
3. Log on to an Experience Portal Manager Web page using an account with the Administration or ICR Administration role and verify the following:
 - a. The left navigation pane displays the **ICR Configuration** menu.
 - b. The ICR Core Servers page displays the **ICR Core Settings** button.
To access the ICR Core Servers page, click **ICR Configuration > ICR Core** in the left navigation pane.
 - c. The table on the Call Center page displays the **Primary ACD Identifier** column.
To access the Call Center page, click **ICR Configuration > Call Center** in the left navigation pane.
 - d. The table on the Skill page displays the **Destination List** column.
To access the Skill page, click **ICR Configuration > Skill** in the left navigation pane.
 - e. The Change ICR Applications displays the following tabs:
 - Self Service Application (SSA)
 - Wait Treatment Application (WTA)
 - Error Handling Application (EHA)
 - Call Control Application (CCA) PropertiesTo access the Change ICR Applications page, click **System Configuration > Applications** in the left navigation pane and in the right pane click the pencil icon in the **Managed Application** column.
 - f. The table on the Applications page displays the **Managed Application** column.
 - g. You can select the **ICR:CCA** application type from the **Type** field when you add an application.
You can add an application on the Add Application page. To access the Add Application page, click **System Configuration > Applications** in the left navigation pane and then click the **Add** button in the right pane.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24
[Prerequisites for installing ICR](#) on page 41
[ICR installation worksheet](#) on page 42
[Installing ICR on a single system](#) on page 43
[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[Installing ICR Core](#) on page 57
[ICR installation in a silent mode](#) on page 61
[Installing ICR in a silent mode](#) on page 74
[Verifying ICR installation on a single system](#) on page 113
[Verifying ICR CCA installation](#) on page 115
[Verifying the ICR Core installation](#) on page 116

Verifying ICR CCA installation

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the ICR CCA service is running:
Enter the command: **service icrcca status**
3. On the ICR CCA system, go to the `$AVAYA_ICRCCA_HOME` directory and enter the following command to check the version:
`cat version.txt`
Verify that the version is 7.0.0.0.x.
4. Log on to an Experience Portal Manager Web page using an account with the Administration or ICR Administration role.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17
[Upgrading ICR on an Avaya Linux system](#) on page 24
[Prerequisites for installing ICR](#) on page 41
[ICR installation worksheet](#) on page 42
[Installing ICR on a single system](#) on page 43
[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[Installing ICR Core](#) on page 57
[ICR installation in a silent mode](#) on page 61
[Installing ICR in a silent mode](#) on page 74

[Verifying ICR installation on a single system](#) on page 113

[Verifying ICR Admin installation](#) on page 114

[Verifying the ICR Core installation](#) on page 116

Verifying the ICR Core installation

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the `httpd` service is configured for an auto start.

Enter the command: `chkconfig httpd --list`

Command output:

```
httpd      0:off  1:off  2:on  3:on  4:on  5:on  6:off
```

In the command output, check that the levels 2 to 5 display the status as *on*.

If the status for the levels 2 to 5 is *off*, configure the `httpd` service for auto start using the following command:

```
chkconfig httpd on
```

3. Verify that the ICR Core services are running:

Enter the following commands:

```
service icrcore status
```

```
service terracottaSrv status
```

```
service icrwebservice status
```

```
service httpd status
```

Note:

If the `icrcore` service is not running, verify that different ports are configured for Media Processing Platform (MPP) and ICR Core. To change the port for ICR Core, configure the `ICRSipTCPPort` and `ICRSipTLSport` properties in the `icrcore.properties` file.

After making the required changes in the `icrcore.properties` file, restart the ICR Core service by running the command: `service icrcore restart`.

4. On the ICR Core system, go to the `$AVAYA_ICRCORE_HOME` directory and enter the following command to check the version:

```
cat version.txt
```

Verify that the version is 7.0.0.0.x.

5. Log on to an Experience Portal Manager Web page using an account with the Administration or ICR Administration role and verify the following:

- a. On the main menu bar, click **Help > About**.
- b. On the About Avaya Aura® Experience Portal page, verify that the version of ICR Core is 7.0.0.0.x.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17
[Upgrading ICR on an Avaya Linux system](#) on page 24
[Prerequisites for installing ICR](#) on page 41
[ICR installation worksheet](#) on page 42
[Installing ICR on a single system](#) on page 43
[Installing ICR Admin](#) on page 48
[Installing ICR CCA](#) on page 53
[Installing ICR Core](#) on page 57
[ICR installation in a silent mode](#) on page 61
[Installing ICR in a silent mode](#) on page 74
[Verifying ICR installation on a single system](#) on page 113
[Verifying ICR Admin installation](#) on page 114
[Verifying ICR CCA installation](#) on page 115

Verifying ICR component upgrade

Verifying ICR upgrade on a single system

Procedure

1. Log out from the current Linux session and start a new Linux session.
 2. Verify that ICR Admin is successfully upgraded.
For more information, see [Verifying ICR Admin upgrade](#) on page 118.
 3. Verify that ICR Core is successfully upgraded.
For more information, see [Verifying ICR Core upgrade](#) on page 120.
 4. Verify that ICR CCA is successfully upgraded.
For more information, see [Verifying ICR CCA upgrade](#) on page 119.
 5. Verify that ICR PDC is successfully upgraded.
For more information, see [Verifying ICR PDC upgrade](#) on page 121.
-

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR Admin component](#) on page 83

[Upgrading the ICR CCA component](#) on page 88

[Upgrading the ICR Core component](#) on page 93

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR CCA component upgrade](#) on page 119

[Verifying the ICR Core component upgrade](#) on page 120

Verifying the ICR Admin component upgrade

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the Experience Portal Manager service is running:
Enter the command: **service** `vpms status`
3. Log on to an Experience Portal Manager webpage using an account with the Administration or ICR Administration role and verify the following:
 - a. The left navigation pane displays the **ICR Configuration** menu.
 - b. The ICR Core Servers page displays the **ICR Core Settings** button.
To access the ICR Core Servers page, click **ICR Configuration > ICR Core** in the left navigation pane.
 - c. The table on the Call Center page displays the **Primary ACD Identifier** column.
To access the Call Center page, click **ICR Configuration > Call Center** in the left navigation pane.
 - d. The table on the Skill page displays the **Destination List** column.
To access the Skill page, click **ICR Configuration > Skill** in the left navigation pane.
 - e. The Change ICR Applications displays the following tabs:
 - Self Service Application (SSA)
 - Wait Treatment Application (WTA)
 - Error Handling Application (EHA)
 - Call Control Application (CCA) Properties

To access the Change ICR Applications page, click **System Configuration > Applications** in the left navigation pane and in the right pane click the pencil icon in the **Managed Application** column.

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR Admin component](#) on page 83

[Upgrading the ICR CCA component](#) on page 88

[Upgrading the ICR Core component](#) on page 93

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying ICR upgrade on a single system](#) on page 117

[Verifying the ICR CCA component upgrade](#) on page 119

[Verifying the ICR Core component upgrade](#) on page 120

Verifying the ICR CCA component upgrade

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the ICR CCA service is running:
Enter the command: `service icrcca status`
3. On the ICR CCA system, go to the `$AVAYA_ICRCCA_HOME` directory and enter the following command to check the version:
`cat version.txt`
Verify that the version is 7.0.0.0.x.

Related topics:

[Upgrading the ICR components installed on a single system](#) on page 77

[Upgrading the ICR Admin component](#) on page 83

[Upgrading the ICR CCA component](#) on page 88

[Upgrading the ICR Core component](#) on page 93

[Upgrading the ICR components using the silent installer](#) on page 111

[Verifying ICR upgrade on a single system](#) on page 117

[Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR Core component upgrade](#) on page 120

Verifying the ICR Core component upgrade

Procedure

1. Log out from the current Linux session and start a new Linux session.
2. Verify that the `httpd` service is configured for an auto start.
Enter the command: `chkconfig httpd --list`
The system displays: `httpd 0:off 1:off 2:on 3:on 4:on 5:on 6:off`
In the result, check that the levels 2 to 5 display the status as *on*.
If the status for the levels 2 to 5 is *off*, configure the `httpd` service for auto start.
Enter the command: `chkconfig httpd on`
3. Verify that the ICR Core services are running:
Enter the following commands:

```
service icrcore status
service terracottaSrv status
service icrweb service status
service httpd status
```
4. On the ICR Core system, go to the `$AVAYA_ICRCORE_HOME` directory and enter the following command to check the version:

```
cat version.txt
```


Verify that the version is 7.0.0.0.x.
5. Log on to the Experience Portal Manager interface using an account with the Administration or ICR Administration role and verify the following:
 - a. On the main menu bar, click **Help > About**.
 - b. On the About Avaya Aura® Experience Portal page, verify that the version of ICR Core is 7.0.0.0.x.

Related topics:

- [Upgrading the ICR components installed on a single system](#) on page 77
- [Upgrading the ICR Admin component](#) on page 83
- [Upgrading the ICR CCA component](#) on page 88
- [Upgrading the ICR Core component](#) on page 93
- [Upgrading the ICR components using the silent installer](#) on page 111
- [Verifying ICR upgrade on a single system](#) on page 117
- [Verifying the ICR Admin component upgrade](#) on page 118

[Verifying the ICR CCA component upgrade](#) on page 119

Verifying the ICR PDC upgrade

Procedure

1. On the upgraded Orchestration Designer system, open the imported, or the existing sample Self Service Application (SSA).
2. In the left pane, expand the **flow** node and select **project.variables**.
3. In the right pane, verify that the following variables are added in the *DestinationInformation* explicit variable.
 - acdSkill
 - eQueuePosition
 - percentAns
 - priority
4. In the left pane, expand the **WEB-INF > lib** node.
5. Verify that the `pdcicr-7.0.0.0.x.jar` file is present.
6. Verify that the `icrpdc.properties` file consists of the following new properties:
 - ICRCoreHTTPSCommPort
 - ICRCoreHTTPCommPort
 - ICRCoreHTTPSCommEnable

Related topics:

[ICR pluggable data connector overview](#) on page 37

[Upgrading the ICR pluggable data connector](#) on page 38

[Enabling the ICR pluggable data connector plug-in for the SSA](#) on page 39

Chapter 8: Fetching certificates

Fetching the updated ICR Core certificate on the primary EPM system

Before you begin

On the ICR Manager page, verify that the **Service State** column for an ICR Core, from which you want to fetch the certificate, displays the state as **stopped**.

For more information, see *Administering Intelligent Customer Routing*.

About this task

You must fetch the updated ICR Core certificate on the primary Experience Portal Manager system in one of the following scenarios:

- ICR Core certificate is updated.
- New Experience Portal Manager system is installed.

The updated ICR Core certificate is present in the `$AVAYA_ICRCORE_HOME/tomcat/conf/` directory on the ICR Core system.

Procedure

1. Log on to the Experience Portal Manager webpage using an account with the Administration or ICR Administration role.
2. From the Experience Portal Manager main menu in the left navigation pane, click **ICR Configuration > ICR Core**.
3. On the ICR Core Servers page, click the core server name in the **Name** column. The system displays the current ICR Core certificate and the new certificate downloaded from the ICR Core system.
4. Select the **Trust New Certificate** check box to accept the new certificate.
5. Click **Save**.

Result

After you fetch the certificate on the primary Experience Portal Manager system, the system stores the certificate in the `truststore` file in the `/opt/Tomcat/tomcat/conf` directory.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Fetching the updated EPM certificate on the ICR CCA system](#) on page 124

[Fetching the updated EPM certificate on the ICR Core system](#) on page 125

[Importing the ICR Core certificate on the application server](#) on page 126

Fetching the updated EPM certificate on the ICR CCA system

About this task

On the ICR CCA system, you must fetch the updated EPM certificate in one of the following scenarios:

- The IP address or the host name of the primary Experience Portal Manager server has changed.
- During primary Experience Portal Manager upgrade, the certificate of Experience Portal Manager has changed.
- The ICRAdminURL property in the ICR Core property file is changed to point to another EPM system where ICR Admin is installed.

Procedure

1. Log in to the ICR CCA system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
2. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this CCA system:
 - Log in to the local Linux system as a sroot user.
 - Or log in remotely as a non-root user and change the user to sroot by entering the `su - sroot` command.
3. Go to the `$AVAYA_ICRCCA_HOME/Tools` directory.
Enter the following command:

```
cd /$AVAYA_ICRCCA_HOME/Tools
```
4. Enter the following command:

```
./update_cert.sh vpmsCertOnCCA <VPMS_IP_ADDRESS>
```
5. Restart the `icrcca` service.
Enter the following command:

```
service icrcca restart.
```

Result

After you fetch the certificate on the ICR CCA system, the system stores the certificate in the `truststore` file in the `$AVAYA_ICRCCA_HOME/tomcat/conf/` directory.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123

[Fetching the updated EPM certificate on the ICR Core system](#) on page 125

[Importing the ICR Core certificate on the application server](#) on page 126

Fetching the updated EPM certificate on the ICR Core system

About this task

On the ICR Core system, you must fetch the updated EPM certificate in one of the following scenarios:

- The IP address or the host name of the primary Experience Portal Manager server has changed.
- During the primary Experience Portal Manager system upgrade, the EPM certificate has changed.
- The `ICRAAdminURL` property in the ICR Core properties file has changed to point to another Experience Portal Manager system where ICR Admin is installed.

Procedure

1. Log in to the ICR Core system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
2. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this Core system:
 - Log in to the local Linux system as a `sroot` user.
 - Or log in remotely as a non-root user and change the user to `sroot` by entering the `su - sroot` command.
3. Go to the `$AVAYA_ICRCORE_HOME/Tools` directory.
Enter the following command:


```
cd /$AVAYA_ICRCORE_HOME/Tools
```

4. Enter the following command:

```
./update_cert.sh vpmsCertOnCore <VPMS_IP_ADDRESS>
```
5. Restart the `icrcore` service.
Enter the following command:

```
service icrcore restart.
```
6. Start the ICR Core service from the ICR Manager webpage.
 - a. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**
 - b. On the ICR Manager webpage, select the ICR Core server.
 - c. In the **Service Commands** area, click **Start**.

Result

After you fetch the certificate on the ICR Core system, the system stores the certificate in the `truststore` file located in the `$AVAYA_ICRCORE_HOME/tomcat/conf/` directory.

Related topics:

- [Upgrading ICR on a Red Hat Linux system](#) on page 17
- [Upgrading ICR on an Avaya Linux system](#) on page 24
- [Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123
- [Fetching the updated EPM certificate on the ICR CCA system](#) on page 124
- [Importing the ICR Core certificate on the application server](#) on page 126

Importing the ICR Core certificate on the application server

About this task

On the application server, you must import the updated ICR Core certificate in one of the following scenarios:

- The IP address or the host name of the ICR Core system has changed.
- The certificate on the ICR Core system has changed.
- The application server has changed.

Procedure

1. Start the application server.
2. On the application server, open the Orchestration Designer Admin console in a browser.

For example: `http://<appserver_ipaddress>:8080/runtimeconfig`.

3. Log in to the Orchestration Designer Admin console with the administrator privileges.
4. In the left pane, click **Certificates**.
5. At the bottom of the page, click **Fetch**.
6. On the Fetch certificate page, enter the values for the following fields in the **Fetch New Certificate** area.

- **Name:** The name of the certificate.
- **Location:** The IP address or the host name of the ICR Core system and the port number 20443.

For example: `https://<IP_Address_or_host_name_of_the_ICR_Core_system>:20443`.

7. Click **Continue**.
8. Click **Save**.
9. Restart the application server.

Result

The application server must be able to communicate with ICR Core server.

Next steps

Add the IP addresses and the host names of the ICR Core systems in the `/etc/hosts` file of the application server.

Related topics:

[Upgrading ICR on a Red Hat Linux system](#) on page 17

[Upgrading ICR on an Avaya Linux system](#) on page 24

[Fetching the updated ICR Core certificate on the primary EPM system](#) on page 123

[Fetching the updated EPM certificate on the ICR CCA system](#) on page 124

[Fetching the updated EPM certificate on the ICR Core system](#) on page 125

Updating the certificate on the ICR CCA system

About this task

On the ICR CCA system, you must update the certificate in one of the following scenarios:

- The IP address or the host name of the ICR CCA server has changed.
- During the auxiliary Experience Portal Manager upgrade, the certificate on the Experience Portal Manager system on which ICR CCA is installed has changed.

Procedure

1. Log in to the ICR CCA system.
2. Log in to the Linux system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
3. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this ICR CCA system:
 - Log in to the local Linux system as a sroot user.
 - Or log in remotely as a non-root user and change the user to sroot by entering the `su - sroot` command.
4. Go to the `$AVAYA_ICRCCA_HOME/Tools` directory.
Enter the following command:

```
cd $AVAYA_ICRCCA_HOME/Tools
```
5. Enter the following command:

```
./update_cert.sh icrcca
```
6. Restart the `icrcca` service.
Enter the following command:

```
service icrcca restart.
```

Result

The system saves the certificate in the `/ $AVAYA_ICRCCA_HOME/tomcat/conf/` directory.

Updating the certificate on the ICR Core system

About this task

On the ICR Core system, you must update the security certificate in one of the following scenarios:

- The IP address or the host name of the ICR Core server has changed.
- During the auxiliary Experience Portal Manager upgrade, the certificate on the Experience Portal Manager system on which ICR Core is installed has changed.

Procedure

1. Log in to the ICR Core system.
2. Log in to the Linux system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
3. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this Core system:
 - Log in to the local Linux system as a sroot user.
 - Or log in remotely as a non-root user and change the user to sroot by entering the `su - sroot` command.
4. Go to the `$AVAYA_ICRCORE_HOME/Tools` directory.
Enter the following command:
`cd $AVAYA_ICRCORE_HOME/Tools`
5. Enter the following command:
`./update_cert.sh icrcore`
6. Restart the `icrcore` service.
Enter the following command:
`service icrcore restart.`
7. Start the ICR Core service from the ICR Manager webpage.
 - a. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**
 - b. On the ICR Manager webpage, select the ICR Core server.
 - c. In the **Service Commands** area, click **Start**.

Result

The system saves the certificate in the `/ $AVAYA_ICRCORE_HOME/tomcat/conf/` directory.

Fetching certificates

Chapter 9: Terracotta server configuration

About Terracotta server configuration

In ICR, the cache is used to store the skill related information that Communication Manager or Call Management System `rt_socket` sends to ICR.

When the ICR PDC requests ICR Core to find the best route destination for a particular skill, ICR Core selects the best destination route by searching the cache for the skill data and running the BSR Agent Strategy algorithm.

When you use Communication Manager as a data source for the best destination route selection, ICR Core performs the following:

- Initiates the SIP BSR polling to ACD.
- Finds the best destination route.
- Updates the cache.
- Returns the best destination route to the ICR PDC.

For all subsequent requests, ICR Core reads the skill information from the cache.

If the data in the cache is expired or unavailable, ICR Core again initiates the SIP BSR polling to ACD. However, if the data in the cache is fresh according to the cache freshness configuration, ICR Core returns the best destination route from the cache.

When you use Call Management System as a data source, ICR Core performs the following:

- Periodically receives the data feed from CMS `rt_socket`.
- Updates the cache with the data feed received from CMS `rt_socket` for the skills and available agents for all ACDs.
- Reads cache for the updated skills and available agent statistics.
- Runs the BSR Agent Strategy algorithm.
- Returns the best destination route to the ICR PDC.

In ICR, the ICR Core servers share the cache using the third party software called Terracotta server. Sharing of the cache minimizes the polling request to ACDs when Communication Manager is used as a data source and minimizes making the skills and agent statistics available to all ICR Core servers when Call Management System is used as a data source. To share the cache across all ICR Core servers, you must configure the Terracotta server in a cluster mode.

In a cluster mode, only one Terracotta server is in the ACTIVE state and all other Terracotta servers are in the PASSIVE state. With the cluster mode configuration, Terracotta servers remains in the high availability mode with no single point of failure.

When you install ICR Core on a system, the installer also installs the Terracotta server on that system. Therefore, each system on which you install ICR Core has a local Terracotta server.

Related topics:

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

[Installing ICR Core](#) on page 57

[Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132

[Configuring the active Terracotta server for a cluster](#) on page 137

[Copying the active Terracotta server configuration to the upgraded ICR Core system](#) on page 140

Configuring the ICR Core systems in a Terracotta server cluster

Before you begin

1. Collect the IP address and the host name of the systems on which ICR Core is installed.
2. On each ICR Core system, add the IP address, and the host name of all ICR Core systems in the `/etc/hosts` file.
3. Synchronize the time among all ICR Core systems.
4. Before you configure the Terracotta server for high availability, stop all instances of the ICR Core server and the Terracotta server.

Procedure

1. Log in to the ICR Core system on which you want to configure the Terracotta server cluster.
2. Log on to the Linux system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
3. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this Core system:
 - Log on to the local Linux system as a sroot user.
 - Or log on remotely as a non-root user and change the user to sroot by entering the `su - sroot` command.

4. On the upgraded ICR Core system where you want to keep the Terracotta server in an active mode, perform the following steps:
 - a. Stop the ICR Core server.
Enter the command: `/sbin/service icrcore stop`
 - b. Stop the Terracotta server instances.
Enter the command: `/sbin/service terracottaSrv stop`
 - c. Go to the `$AVAYA_ICRCORE_HOME` directory.
 - d. Back up the `icr-tc-config.xml` configuration file.
Enter the command: `cp icr-tc-config.xml icr-tc-config.xml.old`
 - e. Open the `icr-tc-config.xml` configuration file to edit.
 - f. In the configuration file, search for the `<server>` tag.
 - g. In the `<server>` tag:
 - Change the value of the *host* attribute with the IP address of the ICR Core system.
 - Keep the default value of the *name* attribute.

For example:

```

=====
<server host="192.168.0.1" name="Server1">
  <dso>
    <persistence>
      <mode>Permanent-store</mode>
    </persistence>
    <client-reconnect-window>10</client-reconnect-window>
  </dso>
  <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
  <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs>
</server>
  <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>
=====

```

- h. In the same configuration file, add a new `<server>` tag for each upgraded ICR Core system that you want to add in a Terracotta server cluster.
You can copy and paste the `<server>` tag that already exists.
- i. In the new `<server>` tag:
 - Change the value of the *host* attribute to the IP address of another ICR Core system.
 - Change the value of the *name* attribute to `Server2`.

 Note:

To add more than 2 ICR Core systems in a Terracotta server cluster, add a new `<server>` tag for each additional ICR Core system. In each new `<server>` tag, set the *host* attribute to an IP address of the corresponding ICR Core system and set the *name* attribute to an incremental value. For example, `Server3`, `Server4`, and `Server5`.

For example:

```

=====
<server host="192.168.0.2" name="Server2">
  <dso>
    <persistence>
      <mode>Permanent-store</mode>
    </persistence>
    <client-reconnect-window>10</client-reconnect-window>
  </dso>
  <data>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-data</data>
  <logs>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-logs</
logs></server>
  <statistics>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-
statistics</statistics>
</server>

<server host="192.168.0.3" name="Server3">
  <dso>
    <persistence>
      <mode>Permanent-store</mode>
    </persistence>
    <client-reconnect-window>10</client-reconnect-window>
  </dso>
  <data>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-data</data>
  <logs>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-logs</
logs></server>
  <statistics>/opt/Avaya/ICR/ICRCORE/terracotta-server/server-
statistics</statistics>
</server>
=====

```

- j. In the same configuration file, search for the `<ha>` tag and remove the commenting mark that precedes the tag.

For example:

```

=====
<ha>
  <mode>networked-active-passive</mode>
  <networked-active-passive>
    <election-time>5</election-time>
  </networked-active-passive>
</ha>
=====

```

- k. Save the changes and close the file.
- l. Go to the `$AVAYA_ICRCORE_HOME/bin` directory.
- m. Open the startup configuration script file `start-tc-server.sh` to edit.
- n. Verify that the string `Server1` is present in the following code line.
- ```
$icrhome/terracotta-server/bin/start-tc-server.sh -n Server1 -f
$icrhome/icr-tc-config.xml > $TEMP_FILE 2>&1 &
```
- o. Start the active Terracotta server (Server1).  
Enter the command: `/sbin/service terracottaSrv start`
- p. Verify if the Terracotta server started in the active mode.  
Enter the command: `$AVAYA_ICRCORE_HOME/terracotta-server/bin/server-stat.sh`

The system displays the following result:

```

=====
localhost.health: OK

```

```
localhost.role: ACTIVE
localhost.state: ACTIVE-COORDINATOR
localhost.jmxport: 9520
=====
```

 **Note:**

If the system displays the error message: `./server-stat.sh: the JAVA_HOME environment variable is not defined correctly, run the command: export JAVA_HOME=/opt/Avaya/ICR/ICRCore/Java/` and then verify the Terracotta server mode.

- q. Start the ICR Core server.  
Enter the command: `/sbin/service icrcore start`
- r. Start the ICR Core service from the ICR Manager webpage.
  - i. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**.
  - ii. On the ICR Manager webpage, select the ICR Core server.
  - iii. In the **Service Commands** area, click **Start**.
5. On all upgraded ICR Core systems that you added in the configuration file of an active Terracotta server, perform the following steps:
  - a. Stop the ICR Core server.  
Enter the command: `/sbin/service icrcore stop`
  - b. Stop the Terracotta server instances.  
Enter the command: `/sbin/service terracottaSrv stop`
  - c. Go to the `$AVAYA_ICRCORE_HOME` directory.
  - d. Back up the `icr-tc-config.xml` configuration file.  
Enter the command: `cp icr-tc-config.xml icr-tc-config.xml.old`
  - e. Copy the `icr-tc-config.xml` file available in the `$AVAYA_ICRCORE_HOME` directory on the ICR Core system with active Terracotta server (*Server1*) to the ICR Core system on which you want to make the Terracotta server in a passive mode. For example, *Server2*.
  - f. If the `$AVAYA_ICRCORE_HOME` variable value on the ICR Core system with active Terracotta Server (*Server1*) is different from the `$AVAYA_ICRCORE_HOME` variable value on the ICR Core system on which you want to make the Terracotta server in a passive mode, edit the copied `icr-tc-config.xml` file and change the `<logs>` tag with the correct ICR Core installation path.
  - g. After copying the file to the ICR Core system on which you want to make the Terracotta server in a passive mode, ensure that the file ownership and group ownership for the `icr-tc-config.xml` file are `avayavp:avayavpgroup`.

**\* Note:**

If the file ownership and group ownership are not *avayavp:avayavpgroup*, run the **chown avayavp:avayavpgroup icr-tc-config.xml** command to change the file and group ownerships.

- h. Go to the `$AVAYA_ICRCORE_HOME` directory.
- i. Open the `icr-tc-config.xml` file.
- j. From the `<server>` tag, note the *name* attribute value where the *host* attribute value matches with the IP address of the ICR Core system on which you are setting the Terracotta server in a passive mode.

For example, `<server host="192.168.0.2" name="Server2">`

- k. Go to the `$AVAYA_ICRCORE_HOME/bin` directory.
- l. Open the `start-tc-server.sh` startup configuration script file.
- m. Change the `Server1` string to the value that you noted in the earlier step.

For example `Server2` in the following code line:

```
$icrhome/terracotta-server/bin/start-tc-server.sh -n Server2 -f
$icrhome/icr-tc-config.xml > $TEMP_FILE 2>&1 &
```

- n. Save the changes and close the `start-tc-server.sh` file.
- o. Start the passive Terracotta server.

Enter the command: `/sbin/service terracottaSrv start`

- p. Verify that the Terracotta server is started in the passive mode.

Enter the command: `$AVAYA_ICRCORE_HOME/terracotta-server/bin/server-stat.sh`

The system displays the following result:

```
=====
localhost.health: OK
localhost.role: PASSIVE
localhost.state: PASSIVE-STANDBY
localhost.jmxport: 9520
=====
```

**\* Note:**

If the system displays the error message: `./server-stat.sh: the JAVA_HOME environment variable is not defined correctly`, run the command: `export JAVA_HOME=/opt/Avaya/ICR/ICRCore/Java/` and then verify the Terracotta server mode.

- q. Start the ICR Core server.  
Enter the command: `/sbin/service icrcore start`
- r. Start the ICR Core service from the ICR Manager webpage.
  - i. From the Experience Portal Manager main menu in the left navigation pane, click **System Management > ICR Manager**.
  - ii. On the ICR Manager webpage, select the ICR Core server.

iii. In the **Service Commands** area, click **Start**.

**\* Note:**

After configuring all ICR Core system in HA mode, if you plan to remove one of the configured ICR Core systems out of network for a maintenance, you must remove the corresponding server entries from the `icr-tc-config.xml` file.

---

**Related topics:**

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

[Installing ICR Core](#) on page 57

[About Terracotta server configuration](#) on page 131

[Configuring the active Terracotta server for a cluster](#) on page 137

[Copying the active Terracotta server configuration to the upgraded ICR Core system](#) on page 140

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## Configuring the active Terracotta server for a cluster

### Before you begin

Ensure that you perform this task only on the Avaya Linux system where you upgraded the first passive Terracotta server.

### About this task

On an Avaya Linux system, when you upgrade ICR Core, the ICR Core installer updates the `icr-tc-config.xml` file according to the ICR Release 7.0 configuration. However, when you upgrade multiple ICR Core systems in phases, the installer updates the `icr-tc-config.xml` file on each ICR Core system. The changed `icr-tc-config.xml` file creates multiple Terracotta servers in the active mode.

Because of the multiple Terracotta servers in an active mode, the ICR Core server cannot identify the correct active Terracotta server. Also, ICR fails to start the ICR Core service when the ICR Core Release 7.0 tries to connect to the active Terracotta server of the ICR Core Release 6.0.x. Therefore, you must update the `icr-tc-config.xml` file with the details of one active Terracotta server that you require for the cluster configuration.

In the `icr-tc-config.xml` file, you must add the active Terracotta server of the upgraded ICR Core system at the beginning of the Terracotta servers list. After adding the details, copy the updated `icr-tc-config.xml` file to all other ICR Core systems that you upgrade.

## Procedure

1. On the first upgraded ICR Core system, stop the Terracotta server and the ICR Core server.

Enter the commands:

```
service terracottaSrv stop
service icrcore stop
```

2. Go to the `$AVAYA_ICRCORE_HOME` directory.
3. Open the `icr-tc-config.xml` file to edit.
4. In the file, search the `<server>` tag in which the `host` attribute contains the IP address of the upgraded ICR Core system.

For example, the `icr-tc-config.xml` file consists of the following ICR Core servers configured in a Terracotta server cluster on the ICR 6.0.x system:

```
=====
<server host="192.168.0.1" name="Server1">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>

<server host="192.168.0.2" name="Server2">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>

<server host="192.168.0.3" name="Server3">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
```

```
</server>
```

Suppose first you upgraded the ICR Core system with the *host* attribute value **192.168.0.3**.

5. Move the complete `<server>...</server>` tag of the upgraded ICR Core system to the beginning of the `<server>` tags list.

For example,

```
=====
<server host="192.168.0.3" name="Server3">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>

<server host="192.168.0.1" name="Server1">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>

<server host="192.168.0.2" name="Server2">
 <dso>
 <persistence>
 <mode>Permanent-store</mode>
 </persistence>
 <client-reconnect-window>10</client-reconnect-window>
 </dso>
 <data>/opt/Avaya/ICR/ICRCore/terracotta-server/server-data</data>
 <logs>/opt/Avaya/ICR/ICRCore/terracotta-server/server-logs</logs></
server>
 <statistics>/opt/Avaya/ICR/ICRCore/terracotta-server/server-
statistics</statistics>
</server>
=====
```

6. Save the `icr-tc-config.xml` file.
7. Start the Terracotta server and the ICR Core server.

Enter the commands:

```
service terracottaSrv start
```

```
service icrcore start
```

---

**Related topics:**

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

[Installing ICR Core](#) on page 57

[About Terracotta server configuration](#) on page 131

[Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132

[Copying the active Terracotta server configuration to the upgraded ICR Core system](#) on page 140

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## Copying the active Terracotta server configuration to the upgraded ICR Core system

### About this task

For ICR Core to identify the active Terracotta server, you must change the `icr-tc-config.xml` file on the first system where you upgrade ICR Core. After you complete upgrading ICR Core on the first system, you must copy the changed `icr-tc-config.xml` file to all other systems where you upgrade ICR Core.

### Procedure

1. On the upgraded ICR Core system, stop the Terracotta server, and then stop the ICR Core server.

Enter the following commands:

```
service terracottaSrv stop
service icrcore stop
```

2. Go to the `$AVAYA_ICRCORE_HOME` directory.
3. Back up the `icr-tc-config.xml` file.
4. Copy the `icr-tc-config.xml` file that you changed on the first upgraded ICR Core system to the ICR Core system that you are currently upgrading.
5. Start the Terracotta server and then the ICR Core server.

Enter the following commands:

```
service terracottaSrv start
service icrcore start
```

---

Copying the active Terracotta server configuration to the upgraded ICR Core system

**Related topics:**

[Configuring the ICR Core systems in a Terracotta server cluster](#)

[Upgrading ICR on multiple systems with Avaya Linux](#) on page 26

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[Configuring the ICR Core systems in a Terracotta server cluster](#) on page 132

[Configuring the active Terracotta server for a cluster](#) on page 137



# Appendix A: Template files for ICR silent installation and upgrade

---

## All ICR components

Using the `icr_silent_full_install.properties` template file, you can install or upgrade all ICR components in the silent mode. The template file contains the following settings:

```
=====
Replay feature output

This file was built by the Replay feature of InstallAnywhere.
It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#All selected ICR components will be installed under this directory
#Choose Product Features
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAdmin,ICRCCA,ICRCORE
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#VoicePortal Product Key
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
Set the following variables to "true" if performing an upgrade operation
#
ICRADMIN_UPGRADE_REQUIRED=false
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false
#
Used by ICR Admin installer to decide whether to EPM or not.
0 - Indicates to stop EPM service before admin installation
1 - Indicates not to stop EPM service before admin installation
Recommended to set this value as 0 otherwise ICRAdmin menu's will not be visible
```

```
till vpms is restarted manually.
#
PROMPT_STOP_EPM=0
=====
```

Parameter	Description
USER_INSTALL_DIR	The ICR installation directory. The default value is: <code>/opt/Avaya/ICR</code>. However, you can provide a different install directory.   <b>! Important:</b>   If you specify a new installation directory, ensure that:       • You do not specify the directory as the <code>root</code> directory or any directory inside the <code>root</code> directory. For example, <code>/root/</code> or <code>/root/Avaya/ICR</code>.     • The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
CHOSEN_INSTALL_FEATURE_LIST	The ICR component names that you want to install. The default value is <code>ICRAdmin, ICRCCA, ICRCore</code>.
CHOSEN_INSTALL_SET	The installation type. The default value is <code>Typical</code>. Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	The Product ID of the Avaya Aura<sup>®</sup> Experience Portal system.
VPMS_IP_ADDRESS_1	The IP address of the primary Experience Portal Manager system.
ICRADMIN_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR Admin. The default value is <code>false</code>. Keep the default value to <code>false</code> for fresh installation of ICR.
ICRCCA_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR CCA. The default value is <code>false</code>. Keep the default value to <code>false</code> for fresh installation of ICR.

Parameter	Description
ICRCORE_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR Core. The default value is <code>false</code> . Keep the default value to <code>false</code> for fresh installation of ICR.
PROMPT_STOP_EPM	A value based on which the ICR Admin installer decides whether to stop Experience Portal Manager service or not. The default value is 0. The value 0 indicates that the ICR Admin installer will stop the Experience Portal Manager service. The value 1 indicates the ICR Admin installer will not stop the Experience Portal Manager service.

## ICR Admin

Using the `icr_silent_icradmin_install.properties` template file, you can install and upgrade the ICR Admin component in the silent mode. The template file contains the following settings:

```
=====
This file updated on Tue Jan 22 11:32:08 IST 2013
It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR Admin will be installed under this directory "Choose Product Features"
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRAAdmin
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#
Set the following variables to "true" if performing an upgrade operation
#
ICRAADMIN_UPGRADE_REQUIRED=false

#
Used by ICR Admin installer to decide whether to StopEPM or not.
0 - Indicates to stop EPM service before admin installation
1 - Indicates not to stop EPM service before admin installation
Recommended to set this value as 0 otherwise ICRAAdmin menu's will not be visible
till vpms is restarted manually.
#
```

PROMPT\_STOP\_EPM=0

Parameter	Description
USER_INSTALL_DIR	The ICR installation directory. The default value is: <code>/opt/Avaya/ICR</code>. However, you can provide a different install directory.   <b>! Important:</b>   If you specify a new installation directory, ensure that:       • You do not specify the directory as the <code>root</code> directory or any directory inside the <code>root</code> directory. For example, <code>/root/</code> or <code>/root/Avaya/ICR</code>.     • The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
CHOSEN_INSTALL_FEATURE_LIST	The ICR component name that you want to install. The default value is <code>ICRAAdmin</code>.
CHOSEN_INSTALL_SET	The installation type. The default value is <code>Typical</code>. Do not change the default value.
ICRADMIN_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR Admin. The default value is <code>false</code>. Keep the default value to <code>false</code> for fresh installation of ICR.
PROMPT_STOP_EPM	A value based on which the ICR Admin installer decides whether to stop Experience Portal Manager service or not. The default value is <code>0</code>. The value <code>0</code> indicates that the ICR Admin installer will stop the Experience Portal Manager service. The value <code>1</code> indicates the ICR Admin installer will not stop the Experience Portal Manager service.

## ICR CCA

Using the `icr_silent_icrcca_install.properties` template file, you can install and upgrade the ICR CCA component in the silent mode. The template file contains the following settings:

```
=====
This file updated on Tue Jan 22 11:32:08 IST 2013
It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR CCA will be installed under this directory "Choose Product Features"
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#Inputs to install ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false
=====
```

Parameter	Description
USER_INSTALL_DIR	The ICR installation directory. The default value is: <code>/opt/Avaya/ICR</code>. However, you can provide a different install directory.    <b>Important:</b>   If you specify a new installation directory, ensure that:       • You do not specify the directory as the <code>root</code> directory or any directory inside the <code>root</code> directory. For example, <code>/root/</code> or <code>/root/Avaya/ICR</code>.     • The directory that you specify and the drive on which the specified directory is present must have the read, write, and

Parameter	Description
	execute permissions at the user level and at the group level.
CHOSEN_INSTALL_FEATURE_LIST	The ICR component name that you want to install. The default value is ICRCCA.
CHOSEN_INSTALL_SET	The installation type. The default value is Typical. Do not change the default value.
VPMS_IP_ADDRESS_1	The IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR CCA. The default value is false. Keep the default value to false for fresh installation of ICR.

---

## ICR Core

Using the `icr_silent_icrcore_install.properties` template file, you can install and upgrade the ICR Core component. The template file contains the following settings:

```
=====
This file updated on Tue Jan 22 11:32:08 IST 2013
It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR Core will be installed under this directory "Choose Product Features"
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCore
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM product key used by ICRCore
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
```

```
Set the following variables to "true" if performing an upgrade operation
#
ICRCORE_UPGRADE_REQUIRED=false
=====
```

Parameter	Description
USER_INSTALL_DIR	The ICR installation directory. The default value is: <code>/opt/Avaya/ICR</code>. However, you can provide a different install directory.   <b>! Important:</b> If you specify a new installation directory, ensure that:       • You do not specify the directory as the <code>root</code> directory or any directory inside the <code>root</code> directory. For example, <code>/root/</code> or <code>/root/Avaya/ICR</code>.     • The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
CHOSEN_INSTALL_FEATURE_LIST	The ICR component name that you want to install. The default value is <code>ICRCore</code>.
CHOSEN_INSTALL_SET	The installation type. The default value is <code>Typical</code>. Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	The Product ID of the Avaya Aura® Experience Portal system.
VPMS_IP_ADDRESS_1	The IP address of the primary Experience Portal Manager system.
ICRCORE_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR Core. The default value is <code>false</code>. Keep the default value to <code>false</code> for fresh installation of ICR.

## ICR Core and ICR CCA

Using the `icr_silent_icrcore_icrcca_install.properties` template file, you can install and upgrade the ICR Core and ICR CCA components. The template file contains the following settings:

```
=====
This file updated on Tue Jan 22 11:32:08 IST 2013
It contains variables that were set by Panels, Consoles or Custom Code.

#Choose Install Folder
#-----
USER_INSTALL_DIR=/opt/Avaya/ICR

#ICR Core & ICR CCA will be installed under this directory "Choose Product Features"
#-----
CHOSEN_INSTALL_FEATURE_LIST=ICRCCA,ICRCORE
CHOSEN_INSTALL_SET=Typical

#Install
#-----
-fileOverwrite_/opt/Avaya/ICR/ICR_Uninstaller/Uninstall_ICR.lax=Yes

#EPM product key used by ICRCore
#-----
VOICEPORTAL_PRODUCT_KEY_1=1234567890

#Inputs to install ICR Core and ICR CCA.
#VPMS IP Address
#-----
VPMS_IP_ADDRESS_1=127.0.0.1

#
Set the following variables to "true" if performing an upgrade operation
#
ICRCCA_UPGRADE_REQUIRED=false
ICRCORE_UPGRADE_REQUIRED=false
=====
```

Parameter	Description
USER_INSTALL_DIR	The ICR installation directory. The default value is: <code>/opt/Avaya/ICR</code>. However, you can provide a different install directory.   <b>! Important:</b>   If you specify a new installation directory, ensure that:       You do not specify the directory as the <code>root</code> directory or any directory inside

Parameter	Description
	the <code>root</code> directory. For example, <code>/root/</code> or <code>/root/Avaya/ICR</code>.       The directory that you specify and the drive on which the specified directory is present must have the read, write, and execute permissions at the user level and at the group level.
CHOSEN_INSTALL_FEATURE_LIST	The ICR component names that you want to install.   The default value is <code>ICRCCA, ICRCore</code>.
CHOSEN_INSTALL_SET	The installation type.   The default value is <code>Typical</code>. Do not change the default value.
VOICEPORTAL_PRODUCT_KEY_1	The Product ID of the Avaya Aura® Experience Portal system.
VPMS_IP_ADDRESS_1	The IP address of the primary Experience Portal Manager system.
ICRCCA_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR CCA.   The default value is <code>false</code>.   Keep the default value to <code>false</code> for fresh installation of ICR.
ICRCORE_UPGRADE_REQUIRED	A value that the ICR installer uses only for upgrading ICR Core.   The default value is <code>false</code>.   Keep the default value to <code>false</code> for fresh installation of ICR.

Template files for ICR silent installation and upgrade

# Appendix B: Mounting the ICR software media

The appendix provides the steps to mount the ICR software media from an ISO image and from a CD or DVD. You can use any one method to mount the ICR software media.

---

## Mounting the ISO image of ICR software

### Procedure

1. Download the ISO image of ICR software from the Avaya support Web site.
  2. Log in to an Experience Portal Manager system on which you want to mount the ICR software media.
    - a. Log on to the Linux system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
    - b. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this Core system:
      - Log on to the local Linux system as a `sroot` user.
      - Or log on remotely as a non-root user and change the user to `sroot` by entering the `su - sroot` command.
  3. Copy the ISO image in a local directory on the system.
  4. Create a directory to mount the ISO image.  
Enter the command: `mkdir <Mount_Point_Directory>`.
  5. Mount the ISO image.  
Enter the command: `mount -o loop <Absolute_Path_Of_ISO_Image_File> <Mount_Point_Directory>`.  
The system mounts the files from the ISO image to the mount point directory.
  6. Change the directory to the mount point directory.  
Enter the command: `cd <Mount_Point_Directory>`.
-

---

## Mounting the ICR software CD or DVD

### About this task

If you are unable to mount the ICR software CD or DVD using the commands given in this topic, see the Linux operating system documentation for the appropriate mount command.

### Procedure

1. Log in to an Experience Portal Manager system on which you want to mount the ICR software media.
  - a. Log on to the Linux system either locally as a root user or remotely as a non-root user and change the user to root by using the `su -` command.
  - b. If you are an Avaya Services representative and if you are using Avaya Enterprise Linux or if the Avaya Service accounts are installed on this Core system:
    - Log on to the local Linux system as a sroot user.
    - Or log on remotely as a non-root user and change the user to sroot by entering the `su - sroot` command.
2. In the CD or DVD drive of the system, insert the ICR software CD or DVD.

#### Tip:

The instructions given in this procedure assumes that you access the ICR software CD or DVD by mounting the appropriate CD or DVD drive on the target system.

To access the installation CD or DVD files from a shared network directory or a local directory, copy the files from the ICR software CD or DVD to the respective directory. Ensure that all users on the system are able to connect to that directory because the Avaya Aura® Experience Portal installation script changes users during execution. If the directory has only read permissions to the root or sroot user or the directory name contains spaces, the installation script fails.

3. Mount the ICR software installation CD or DVD.

The mount command depends on the system hardware and operating system.

  - If you are working with Avaya Enterprise Linux, enter the command `mount /mnt/cdrom` to mount the CD or DVD.

Here, `/mnt/cdrom` is the mount point usually associated with the CD or DVD device in the `fstab` file.
4. If you are working with Red Hat Enterprise Linux operating system, enter the following commands to mount the CD or DVD:

- Create a mount point directory if not created already.

Enter the command: `mkdir /media/cdrom`.

- Mount the CD or DVD to the mount point directory.

Enter the command: `mount /dev/cdrom /media/cdrom`.

 **Warning:**

When Red Hat Enterprise Linux system automatically mounts the CD or DVD, the files on the CD or DVD are not executable. You must manually mount the ICR software CD or DVD using the above commands.

5. Change to the mount point directory.

Enter the command: `cd <Mount_Point_Directory>`.

---



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