

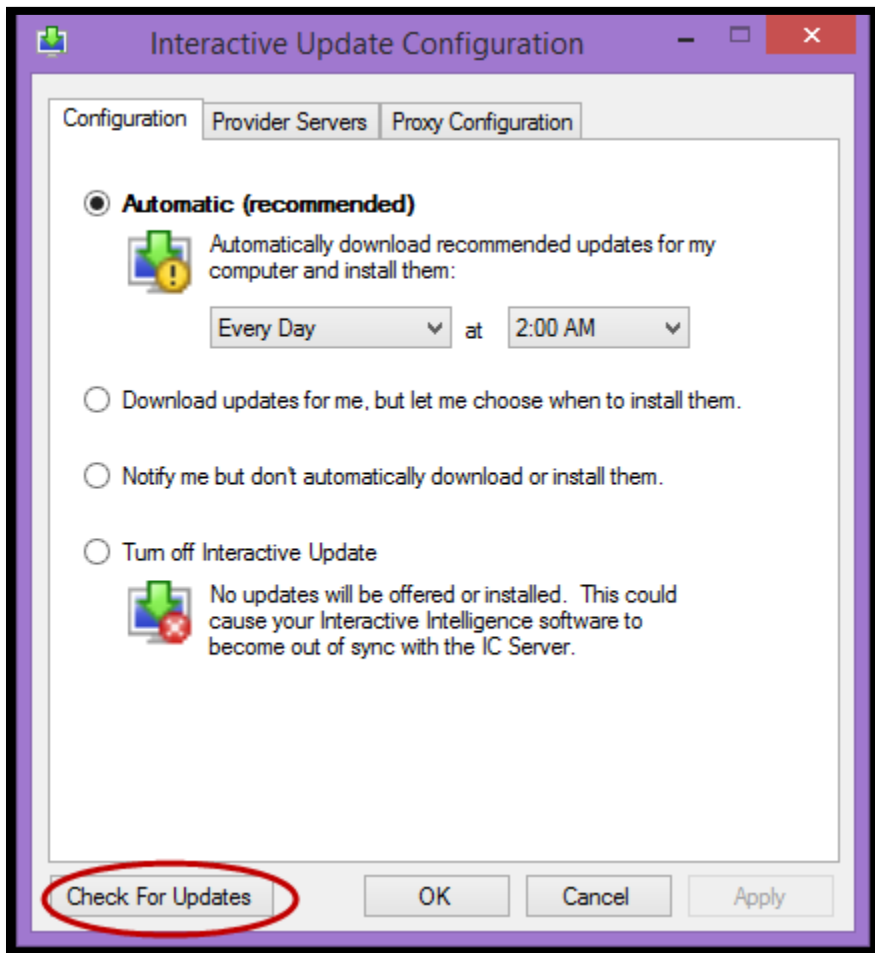
CIC upgrade configuration utility

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

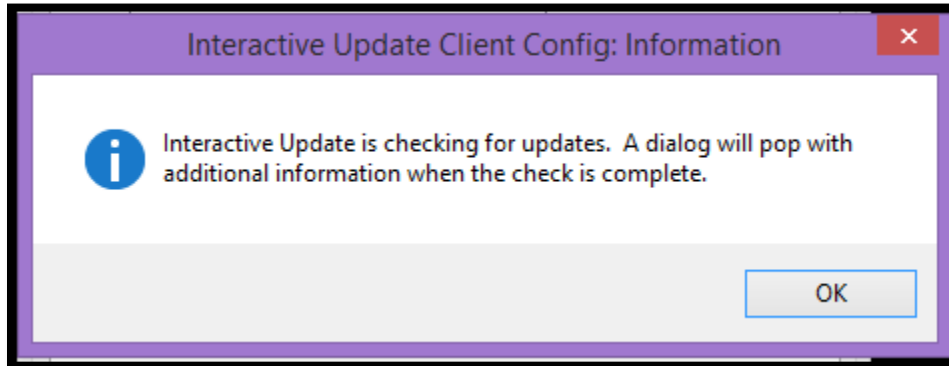
The software is called **Interactive Update Client Config**. You will first need to launch the software.



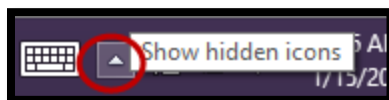
This will open the utility. All settings should be accurate. Click the **Check For Updates** button to start the update process.



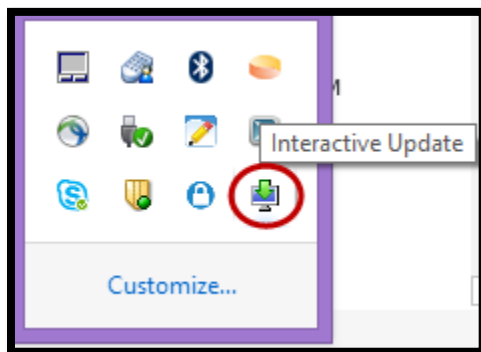
A pop up should appear advising you that the software is checking for updates and that another window will open when the process is complete.



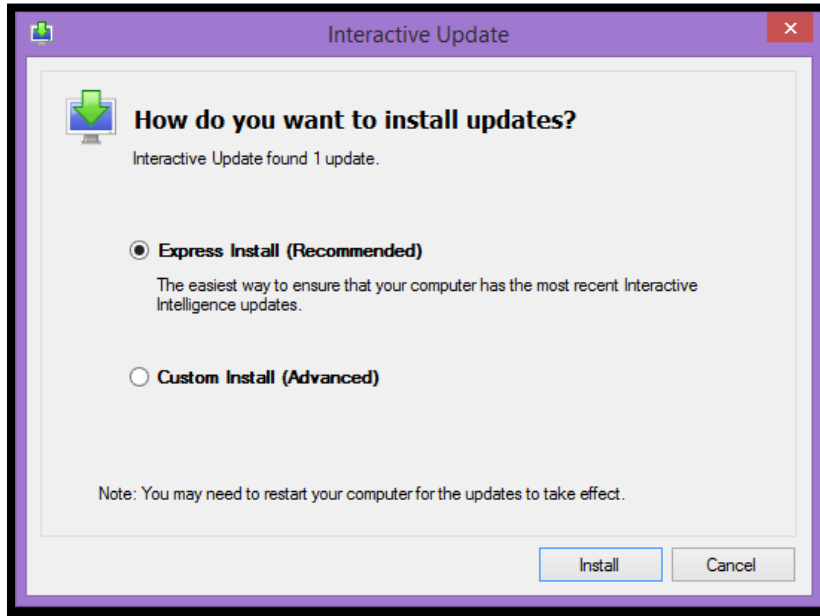
If an expected window does not appear you can force the window to appear if necessary (and available) by using the system tray. Looking at the tray (normally located in the lower right hand corner of your screen) find the arrow used to open the tray.



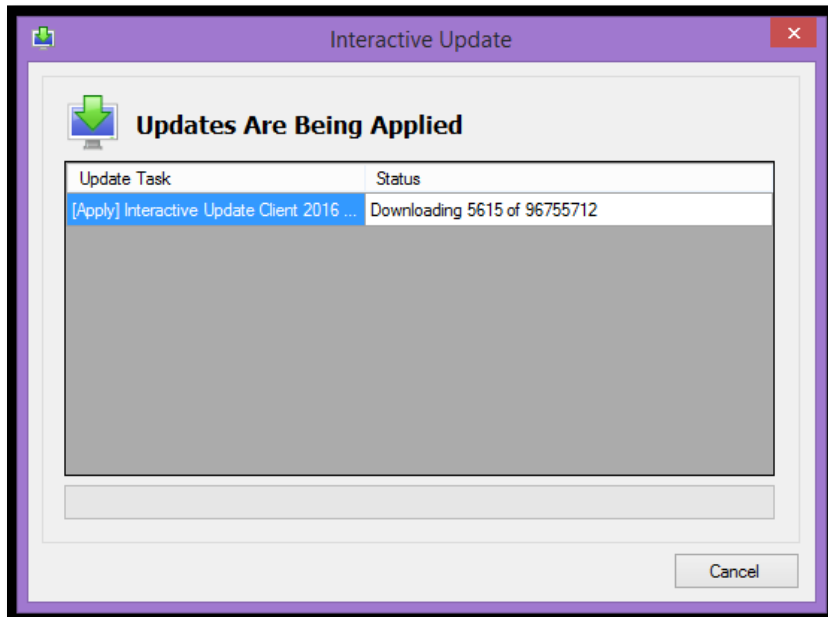
Click the arrow to open it and find the **Interactive Update** utility running. Clicking that will open the utility window.



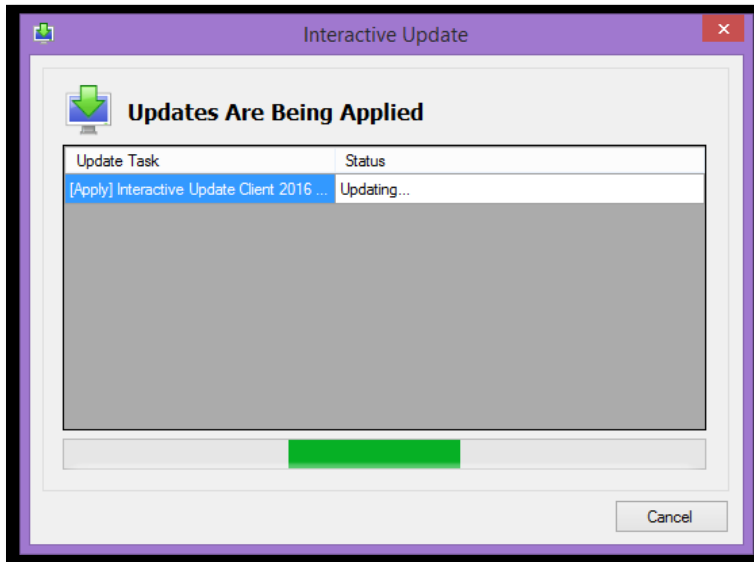
The next screen will ask how you would like to install the updates. Your choices are **Express** and **Custom**. Verify **Express** is selected and click the **Install** button.



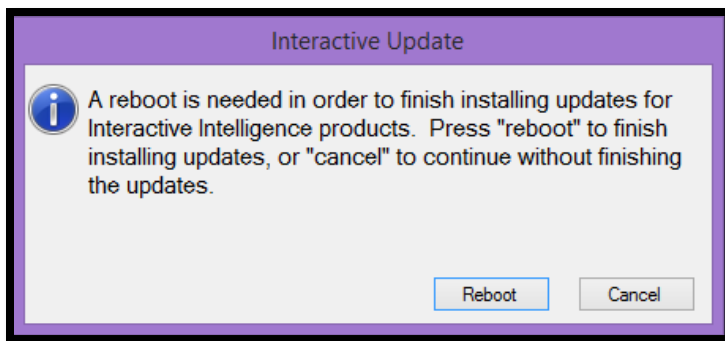
The next screen is informational and will show the pieces of the CIC software that the system is looking to update and will show the download process.



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

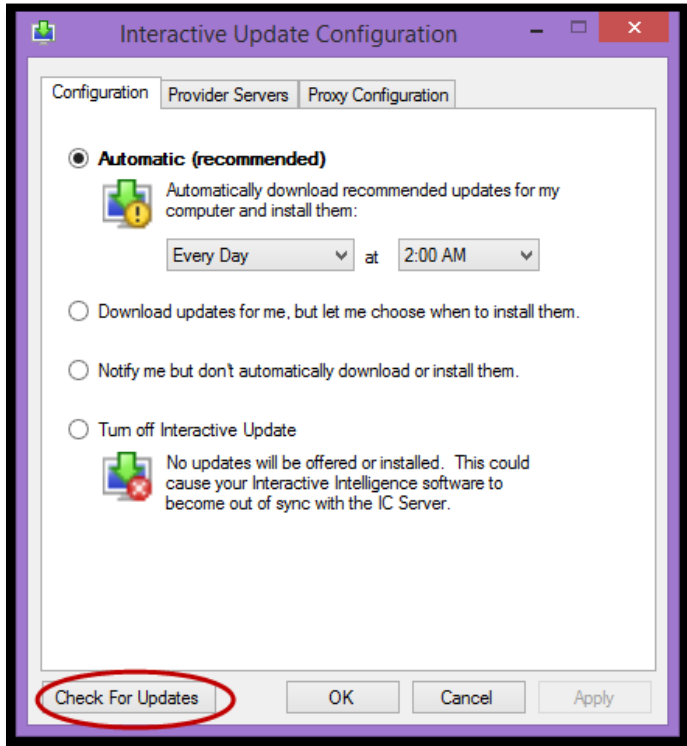


Once the updates have been downloaded and applied the system will prompt you to reboot.

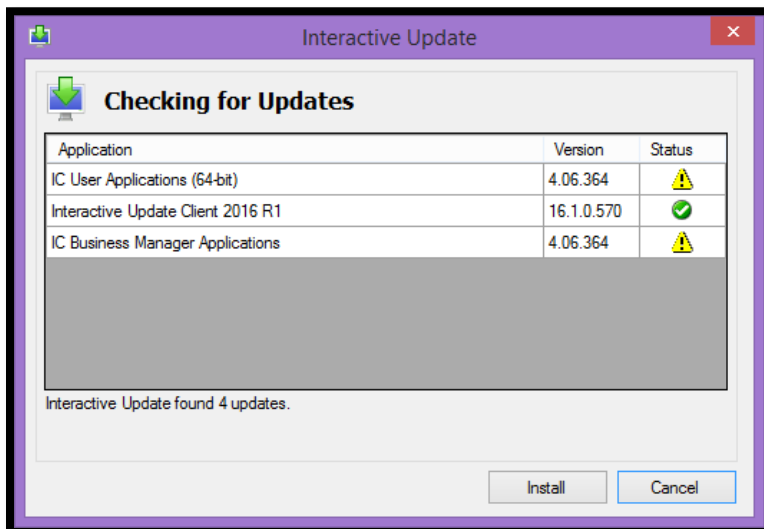


One reboot process may be all that you need. However, if you use more than just the basic Call Interaction Client and also need to utilize items, such as the Business Manager, then you will need to

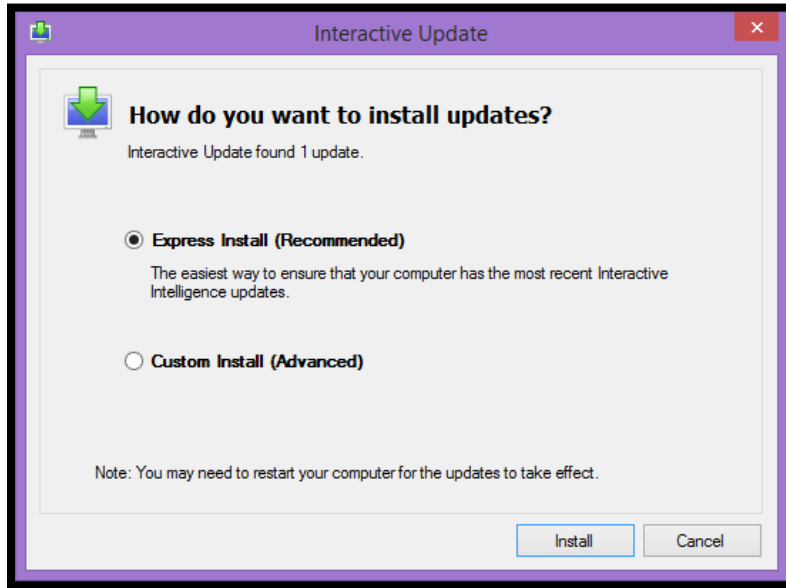
walk through the process a second time. Start by launching the updater again and click the **Check For Updates** button.



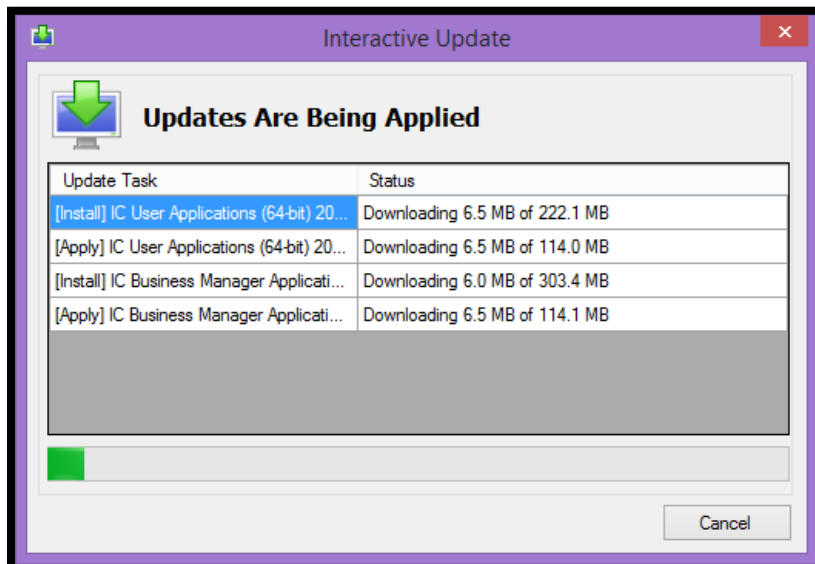
This time a new list of items that need to be updated will appear. Click the **Install** button to initiate the second round of updates.



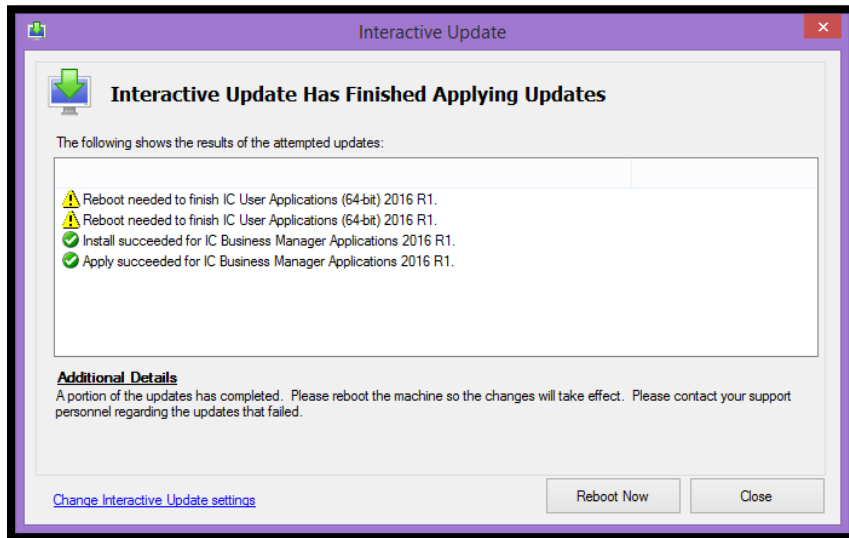
Again you will be asked how you want to install the updates. You will verify that the **Express** option is selected and click **Install**.



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



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



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

