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The Right Technology, the Right Results

CCA – Accessing CCA from Windows Vista

*Training Services
Promero*

I. Install Microsoft VM

1. Double click this link and select RUN to install MSJVM

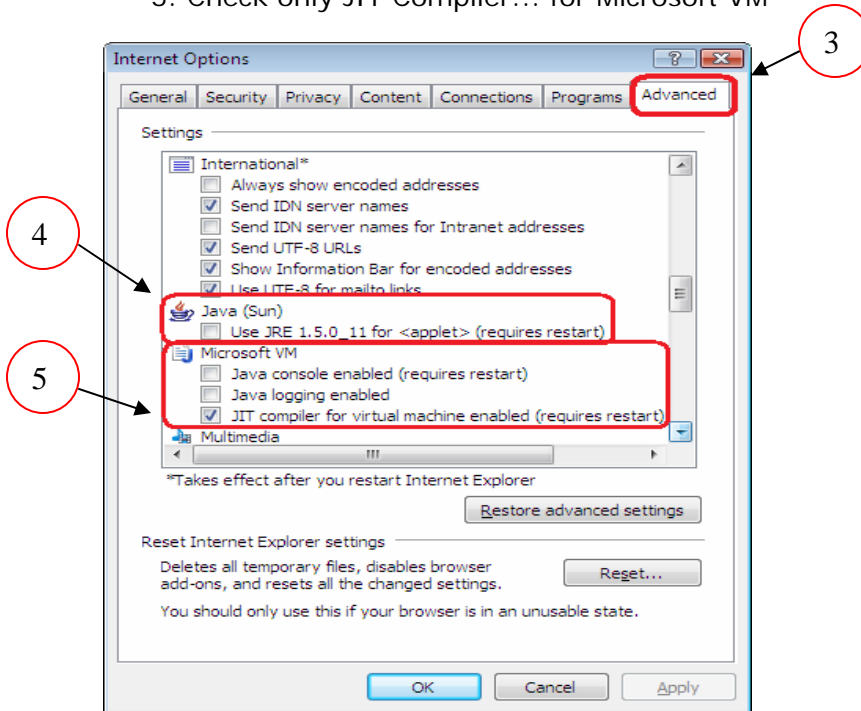
<ftp://ftpuser:ondemand@ftp.promero.com/downloads/msjvm/msjavx86.exe>

Make sure that all pop up blockers are turned off

2. After installing the msjavx86.exe, go to Tools - Internet Options:



3. Go to the advanced tab
4. Uncheck Use JRE... for Java (Sun)
5. Check only JIT Compiler... for Microsoft VM



Scroll down and make sure your settings match the area circled in red above.

II. Update the registry

1. Double click this link and unzip the file on your desktop

<ftp://ftpuser:ondemand@ftp.promero.com/Downloads/IE7/IE7SP2.zip>

2. After you unzip the file right click and click Merge



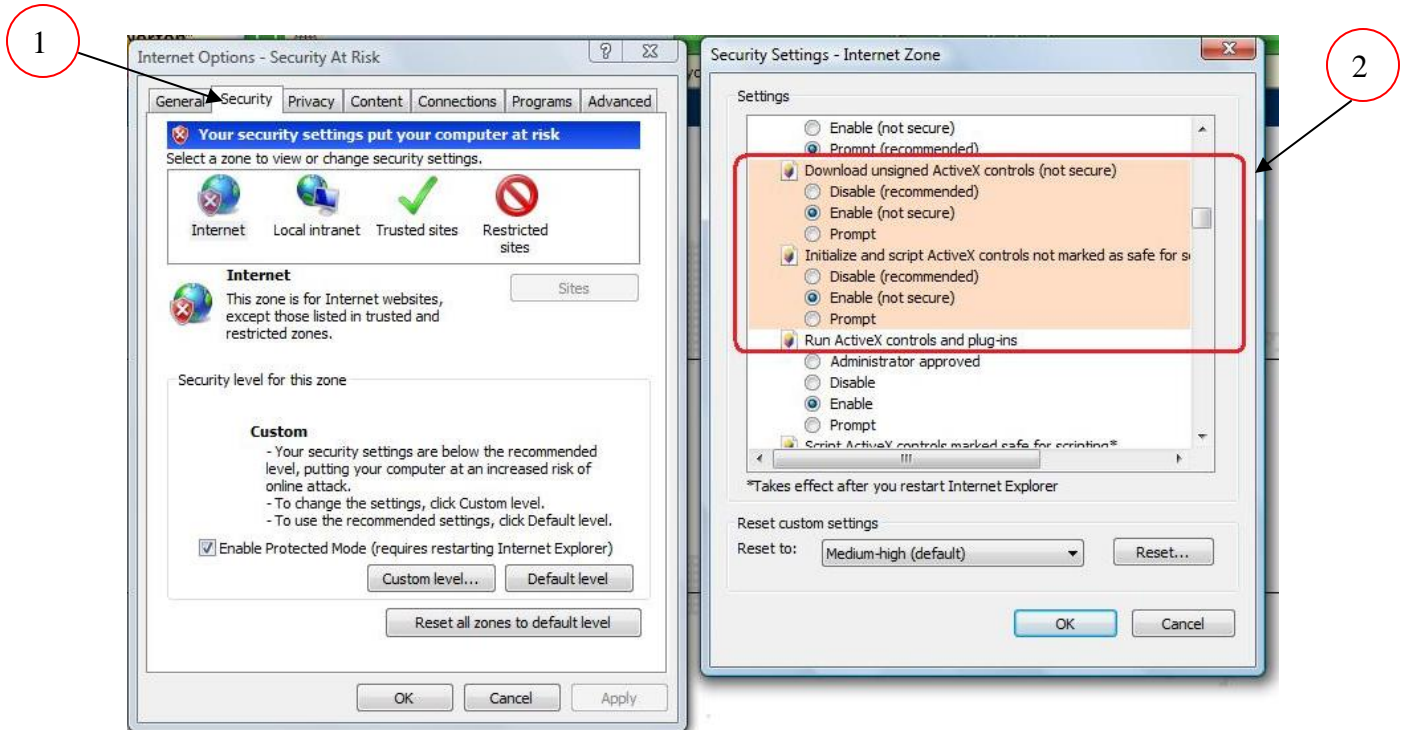
Try to login to CCA (Call Center Anywhere)

<http://vcc4.promero.com/taw>

If you still can not login make the following changes

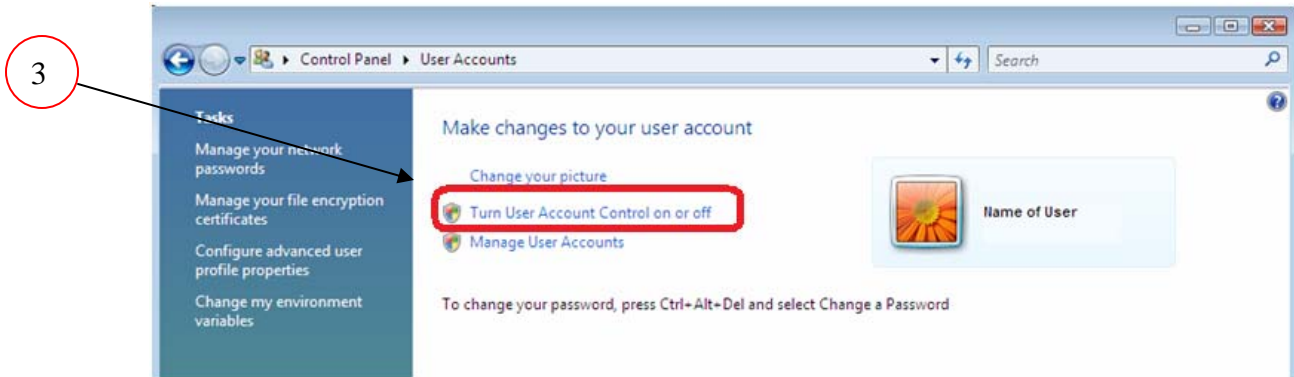
III. Vista Settings

1. from Internet Options - Security Tab – Internet Zone – Custom Level
2. Check Enable (not secure) under any activeX control



From Control Panels User Accounts:

3. Click Turn use account control on or off




4. Uncheck Use User Account Control as shown below.



Try to login again to:

<http://vcc4.promero.com/taw>

If you still can not access the site please contact Promero Support



t. (954) 935-2380
t. (866) 570-7334
e. support@promero.com
www.promero.com

