

HowTo - Enabling Contact Center Solutions and Business Reporter in a FIPS environment

INFORMATION

If your Enterprise Server and Remote servers reside in a FIPS environment, Contact Center Solutions and Business Reporter requires a configuration change be made in your Windows .NET Framework files to enable Contact Center Solutions and Business Reporter servers to communicate with each other and with client computers within the FIPS environment. Contact Center Solutions and Business Reporter are not FIPS-compliant; this configuration enables Contact Center Solutions and Business Reporter servers to function within a FIPS environment. This configuring only needs to be made once for an installation or upgrade as future upgrades will keep this setting.

NOTE: If you update your version of .NET Framework, you make the configuration change again. To enable Contact Center Solutions or Business Reporter in a FIPS environment

1. On your Enterprise Server or Remote Server, navigate to **Windows\Microsoft.NET\Framework\2.0<version>\CONFIG.**

NOTE: The 2.0 folder's name varies depending upon your .NET Framework version.

2. Open **machine.config** in an editor.

3. Add the following xml:

```
<runtime>
  <enforceFIPSPolicy enabled="false"/>
</runtime>
```

4. Save and close the editor.

5. Navigate to **Windows\Microsoft.NET\Framework\4.0<version>\CONFIG.**

NOTE: The 4.0 folder's name varies depending up your .NET Framework version.

6. Open **machine.config** in an editor.

7. Add the following xml:

```
<runtime>
  <enforceFIPSPolicy enabled="false"/>
</runtime>
```

8. Save and close the editor.

9. Repeat steps 5 through 8 for the file found in

Windows\Microsoft.NET\Framework64\4.0<version>\CONFIG

10. Reboot your server.

APPLIES TO

7.1

Keywords: FIPS environment howto

Last Modified By: montpetit.a, Thursday, November 08, 2018

<http://micc.mitel.com/kb/KnowledgebaseArticle52179.aspx>

Thursday, June 30, 2022