VoiceBootcamp

GLOBAL NAME IN UNIFIED COMMUNICATION

Administration Cisco Unified Contact Center Enterprise with Cisco Unified CVP 12.0.1 Bootcamp

Created by

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Cisco Collaboration Instructor

VoiceBootcamp Inc.

Revision 4.0

Table of Contents

Preface

This document is a detail design guide for Deploying Cisco Contact Center Enterprise 12.0.1 with CVP 12.01 VoiceBootcamp. This document is to be used during 10 days of classroom training at VoiceBootcamp Inc.

Audience

This document is intent to be used by VoiceBootcamp Inc. clients and students and internal employees - and Friends of Faisal Khan J.

Scope and Requirements

This document, which is to be used as a lab guide, will provide candidate a real world experience in deploying Cisco Unified Contact Center Enterprise (UCCE). This lab guide was designed based on a real world scenario. Candidates will focus on understand the design requirements and deploy the solution based on what is outlined in this document.

The document is divided into sections for:

- System Topology – Including Network layout, Sites, Server locations, Server types, Server Names & IP addresses etc.
- Setup – Information tables used for server application 'setup' tasks
- Configuration – Information tables and data used to add configuration information for each component
- Call Routing – Information on how calls will be routed from component to component

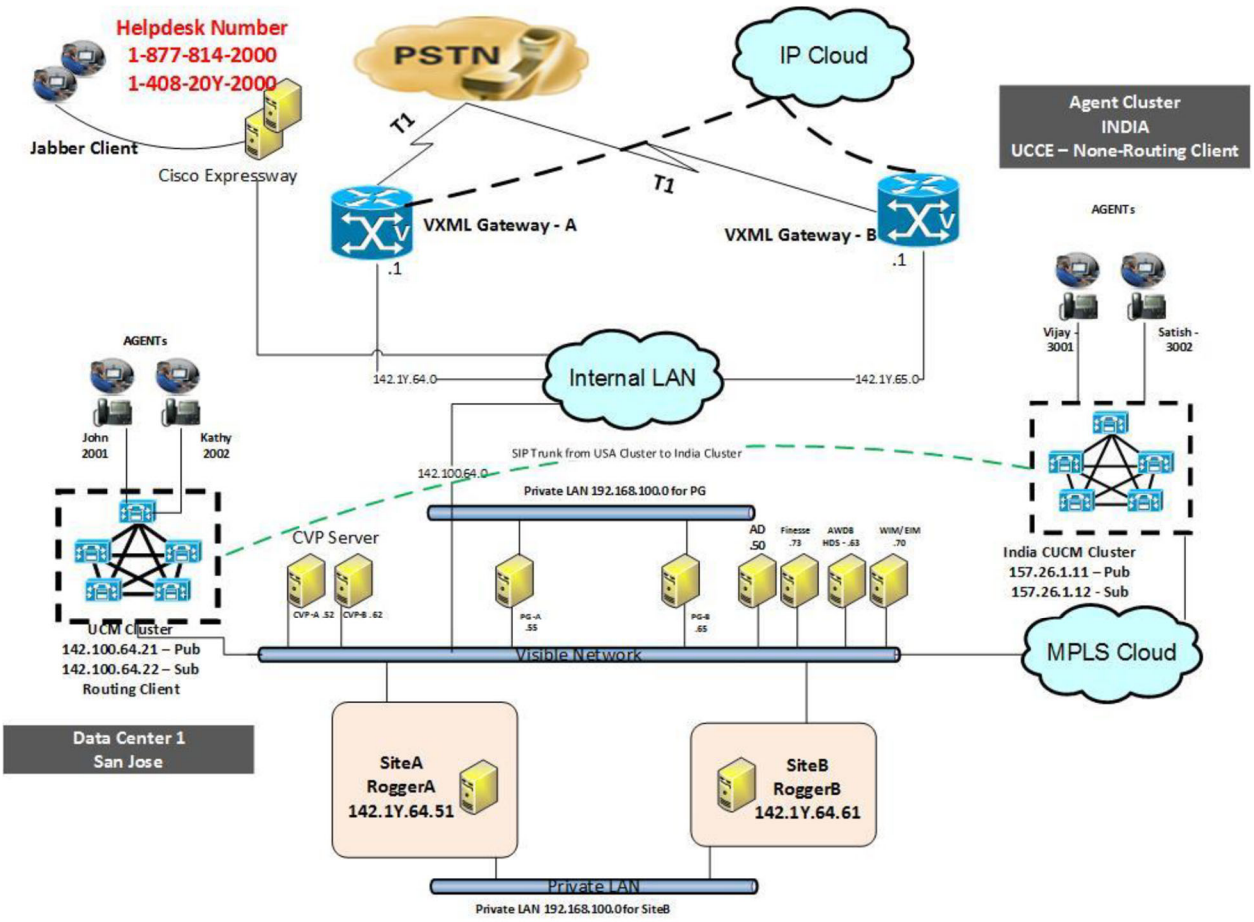
NOTE: This document includes configuration details relevant to the UCCE system and tables for inclusion of configuration information for the future business unit call flow designs. However, this document is NOT intended to cover business unit 'call flows'. The configuration information required for each business unit e.g. agents, skill groups, agent teams, etc. should be added to the tables in this document's appendices.

1) Network & System Server Topology

All core servers (UC, UCCE and CVP) will be located in two data centers called HQ & SiteB. Candidates will work in a team to build these two data centers. The UC will utilize two CUCM

clusters; both distributed across the two data centers. The UCCE and CVP components will therefore use a Multi-Site with Distributed Call Processing model, splitting the diverse server components across the two data centers.

A 'Distributed Voice Gateway with Distributed Call Treatment and Queuing Using Unified CVP' model will be used. Agent sites can be located anywhere within the IP network. Traffic to the servers will be carried over the existing LAN/WAN. Cisco 2801 ISR Gateways will be located in the agent sites to ingress queue and deliver calls to the agents



2) Server Name and Network Addressing

Servers	Host Name		NIC Information
Active Directory	ad	IP Add	142.1Y.64.100/24
CUCM – US Cluster	cucmpub	IP	142.1Y.64.21/24
CUCM – India Cluster	Ucmpub	IP	142.1Y.65.21/24

3) UCCE/CVP Server Table Lists

Domain Name: podY.com ← Y is your POD Number)

SiteA	UCCE Side A	Public Interface	142.1Y.64.51
	Rogger A	Private Interface	192.1Y.64.21
SiteB	UCCE – Site B	Public Interface	142.1Y.65.51
	Rogger B	Private Interface	192.1Y.64.31
SiteA	PG – A	Public Interface	142.1Y.64.55
		Private Interface	192.1Y.64.22
SiteB	PG –B	Public IP Address	142.1Y.65.55
		Private Interface	192.1Y.64.32
UCCE	Administrative & HDS	Public Interface	142.1Y.64.53
		Private Interface	192.1Y.64.23
UCCE	Administrative & HDS	Public Interface	142.1Y.65.53
		Private Interface	192.1Y.64.33
CVP-A	CVPA	Public Interface	142.1Y.64.52
CVP-B	CVPB	Public Interface	142.1Y.65.62
SIteA	Finesse	Public Interface	142.1Y.64.60
			http://fnusa.podY.com
SIteB	Finesse	Public Interface	142.1Y.65.60
			http://fnindia.podY.com

Agent Table – INDIA Cluster

POD Y - Agent

MAC Address	Agent Name	Extension
02004C4F4Y11	AgentY1	3Y01
02004C4F4Y12	AgentY2	3Y02
02004C4F4Y13	AgentY3	3Y03
02004C4F4Y14	AgentY4	3Y04

Please NOTE: Y represents your POD number not a character itself.

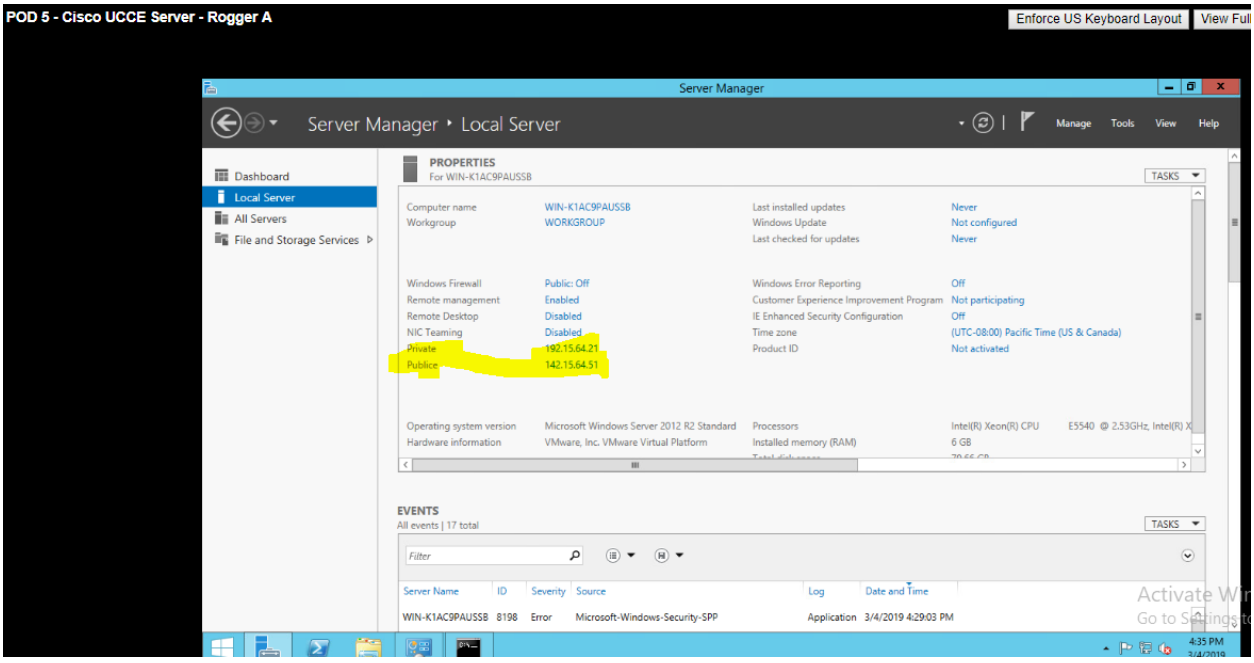
4) Setup – Cisco Unified ICM Servers

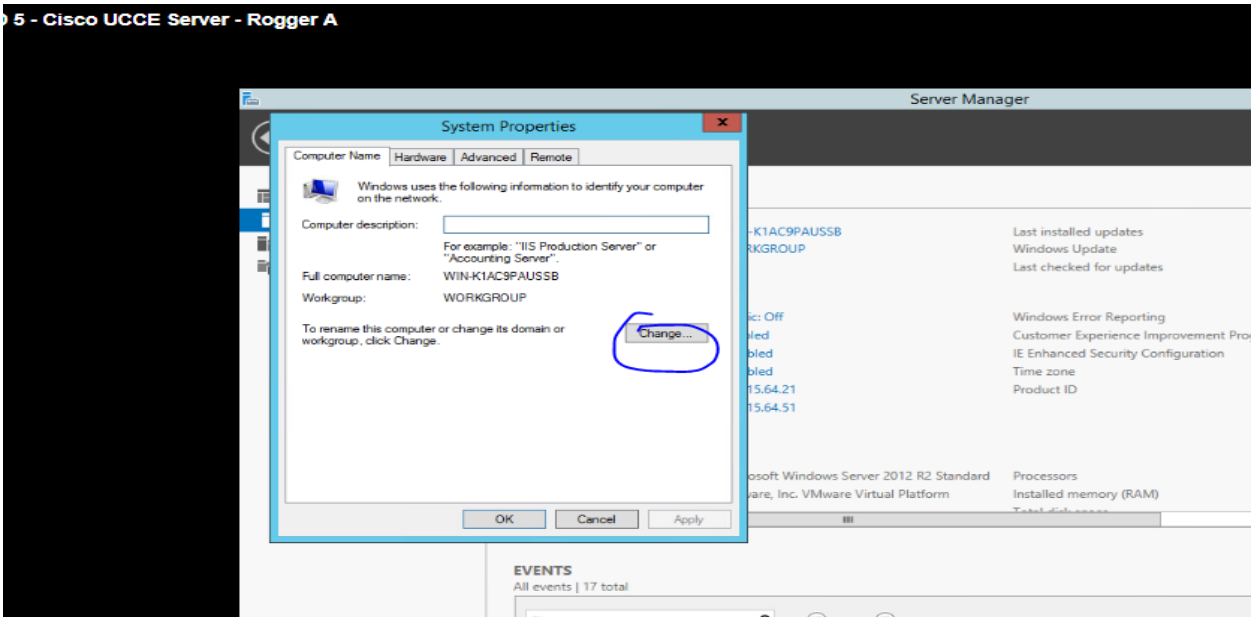
Domain& MS Active Directory Integration
NOTE: This must be done only on the server designated as a Microsoft Active Directory
The Cisco UCCE servers are required to be members of a Microsoft Active Directory Domain (Minimum = Windows2008 'Native'). The domain OU structure and requirements are outlined. Cisco Unified Contact Center Hosted (UCCH) uses the concepts of customers and customer instances to enable a single platform to support a multitenant environment.

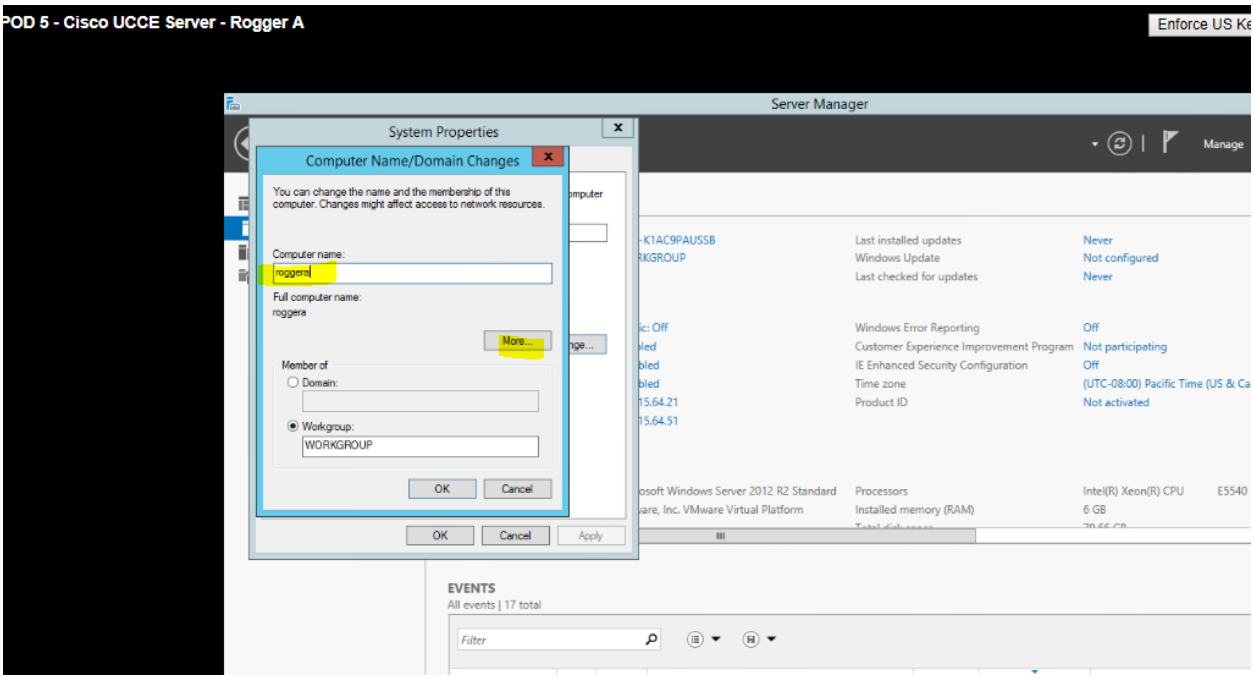
Active Directory Server: 142.1Y.64.100

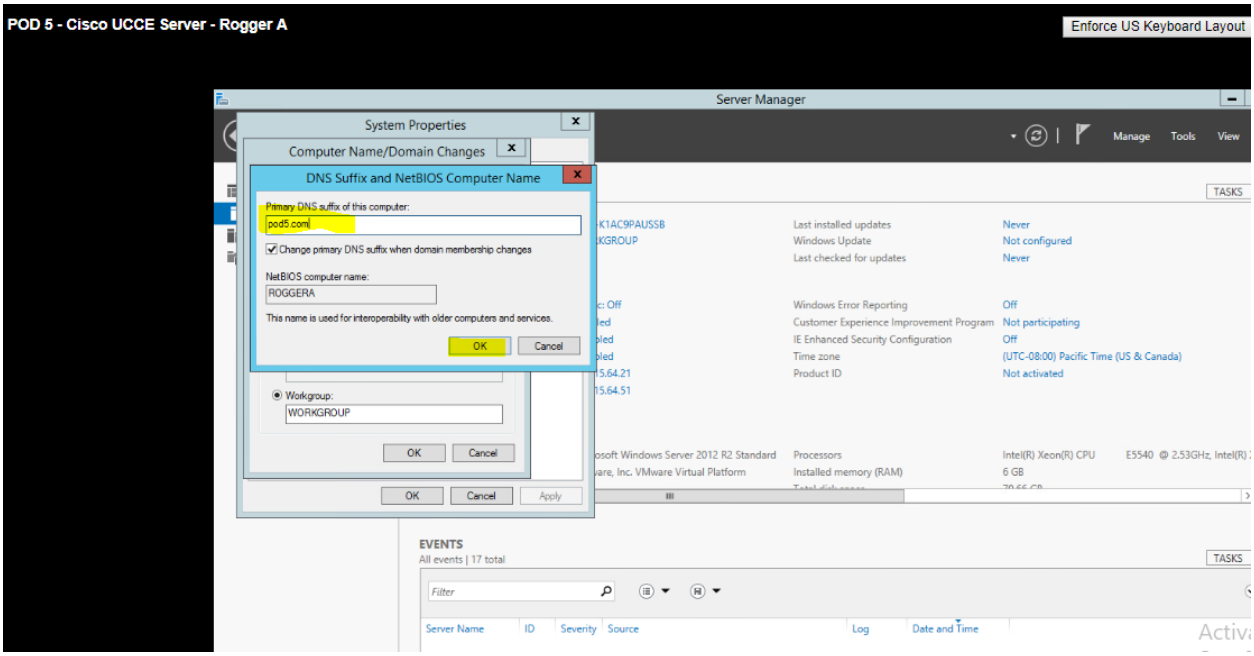
Install SQL Server on UCCE and Sprawler Servers. Follow the instructions

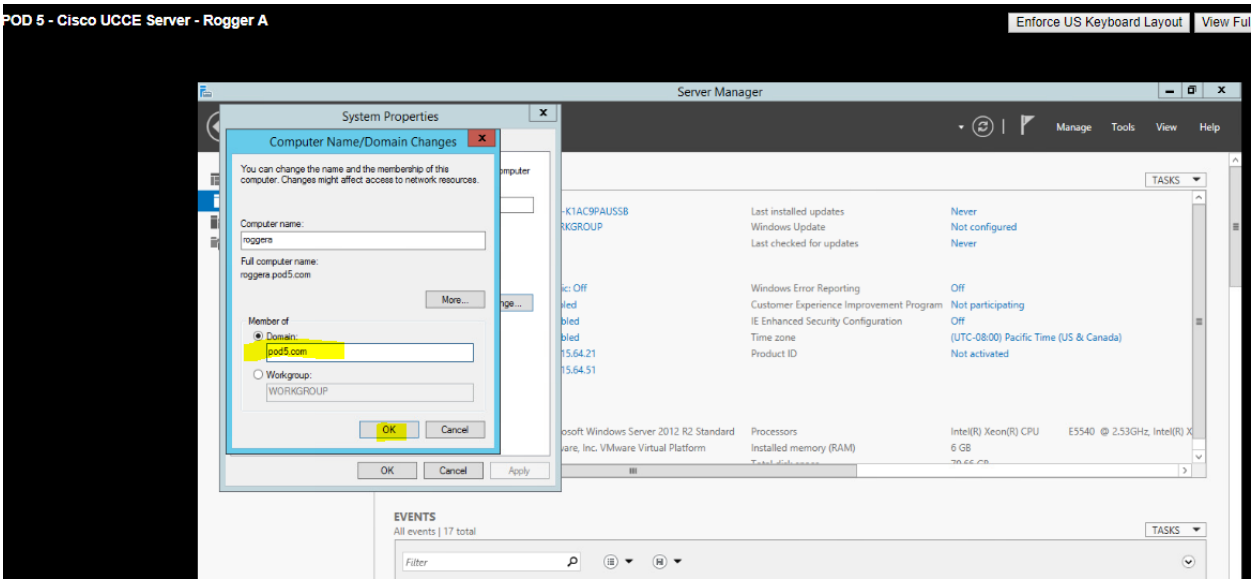
Now Installation: Window SQL 2014 in this Window server



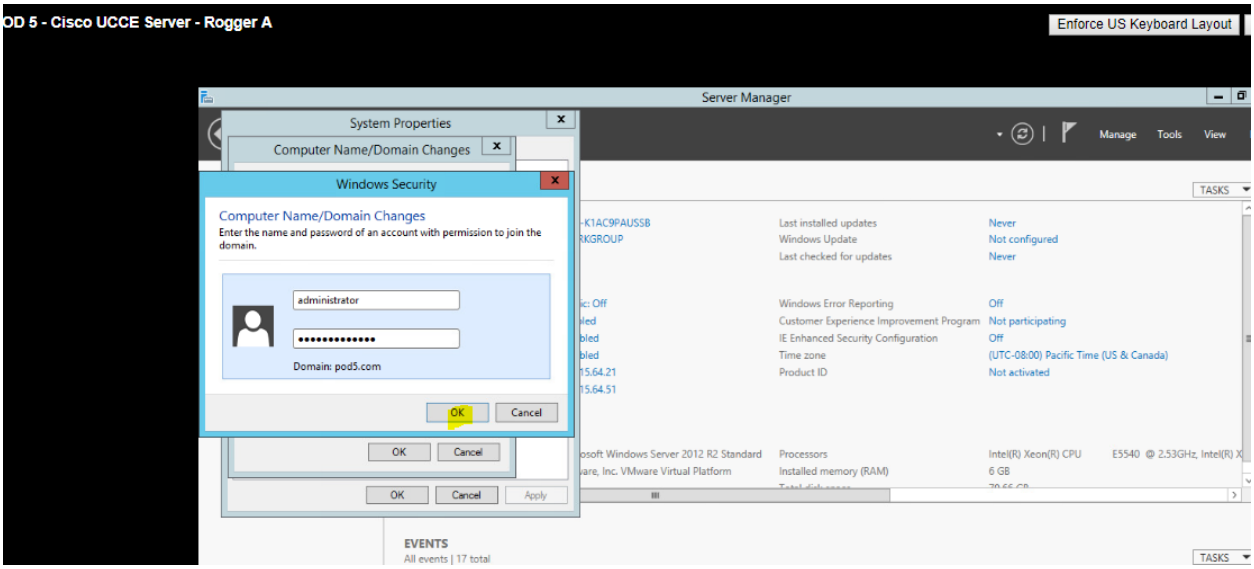

5 - Cisco UCCE Server - Rogger A
Server Manager
System Properties
Computer Name
Hardware
Advanced
Remote
Windows uses the following information to identify your computer on the network.
Computer description:
For example: "IIS Production Server" or "Accounting Server".
Full computer name:
WIN-K1AC9PAUSSB
Workgroup:
WORKGROUP
To rename this computer or change its domain or workgroup, click Change.
Change...
OK
Cancel
Apply
Last installed updates
Windows Update
Last checked for updates
Windows Error Reporting
IE Enhanced Security Configuration
Time zone
Product ID
Processors
Installed memory (RAM)
EVENTS
All events | 17 total

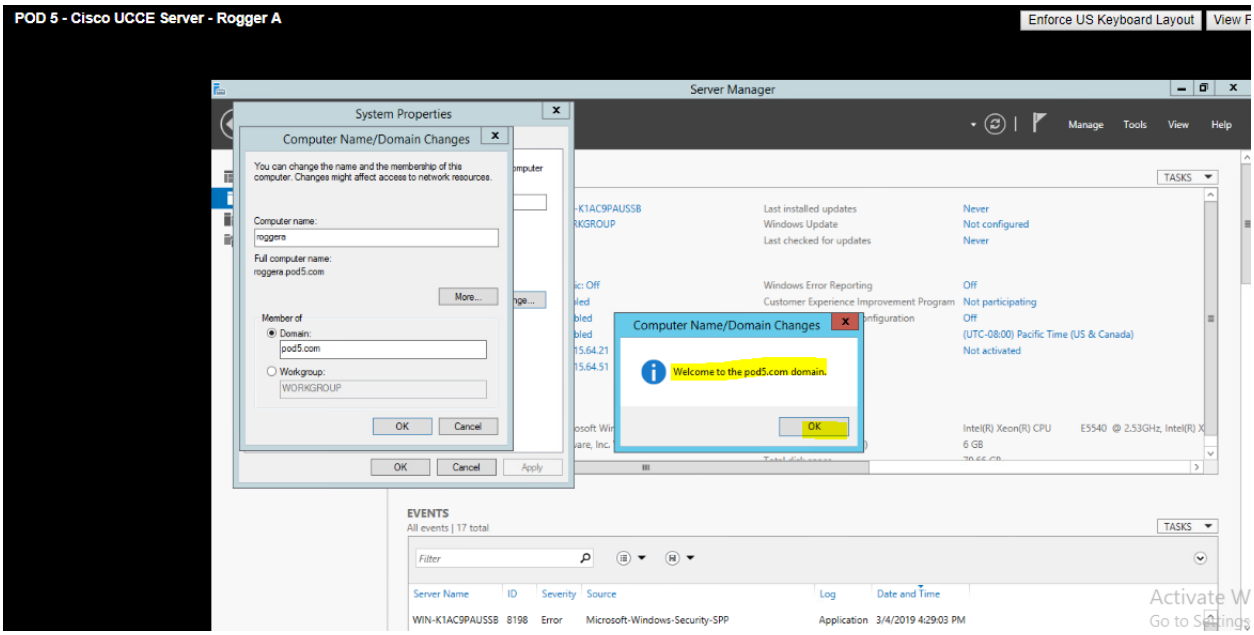

POD 5 - Cisco UCCE Server - Rogger A
Enforce US Ke
Server Manager
Manage
System Properties
Computer Name/Domain Changes
You can change the name and the membership of this computer. Changes might affect access to network resources.
Computer name:
roggera
Full computer name:
roggera
More...
Member of
Domain:
Workgroup:
WORKGROUP
OK
Cancel
Apply
Last installed updates
Never
Windows Update
Not configured
Last checked for updates
Never
Windows Error Reporting
Off
Customer Experience Improvement Program
Not participating
IE Enhanced Security Configuration
Off
Time zone
(UTC-08:00) Pacific Time (US & Ca
Product ID
Not activated
Processors
Intel(R) Xeon(R) CPU E5540
Installed memory (RAM)
6 GB
EVENTS
All events | 17 total
Filter

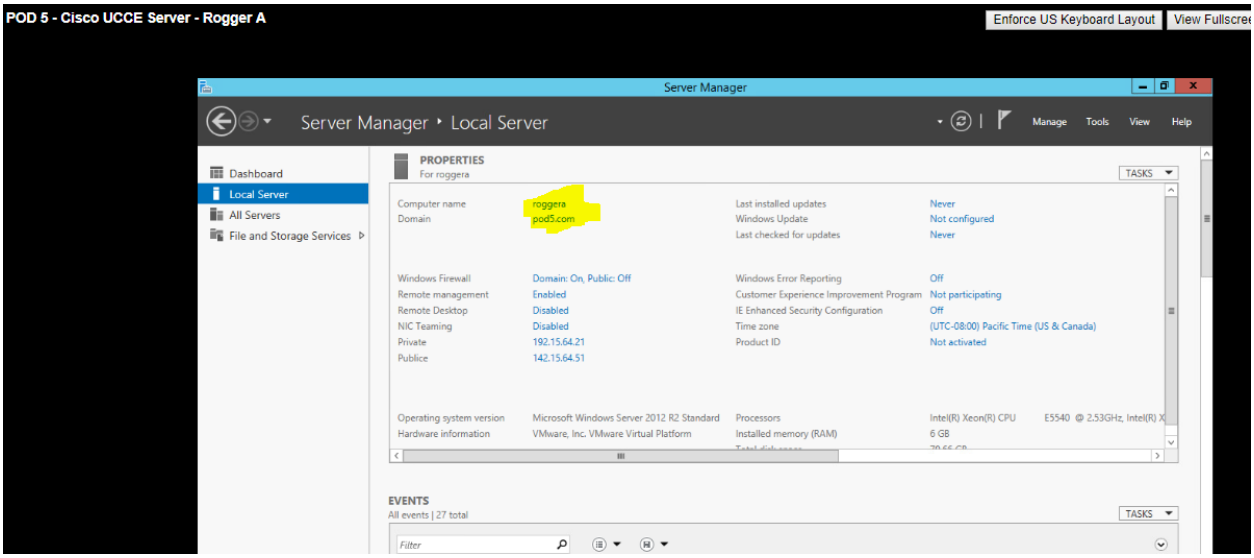




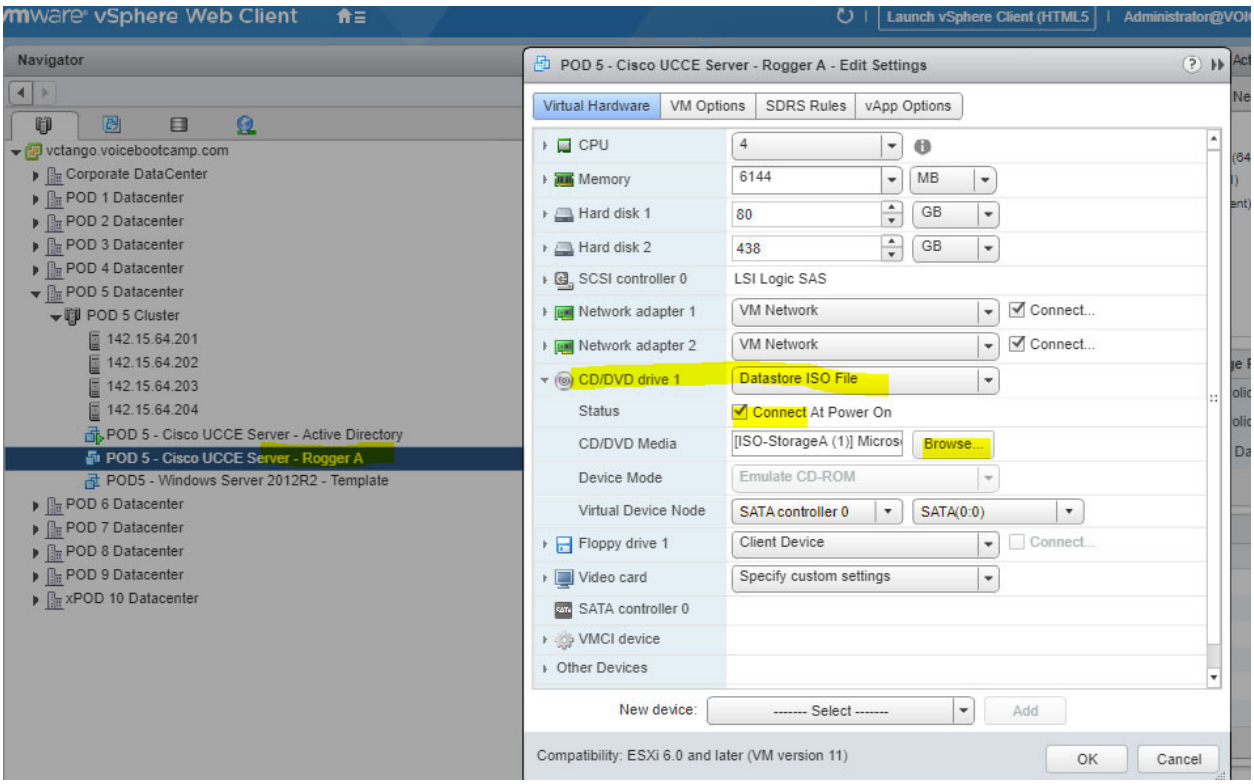
Active Directory user and password

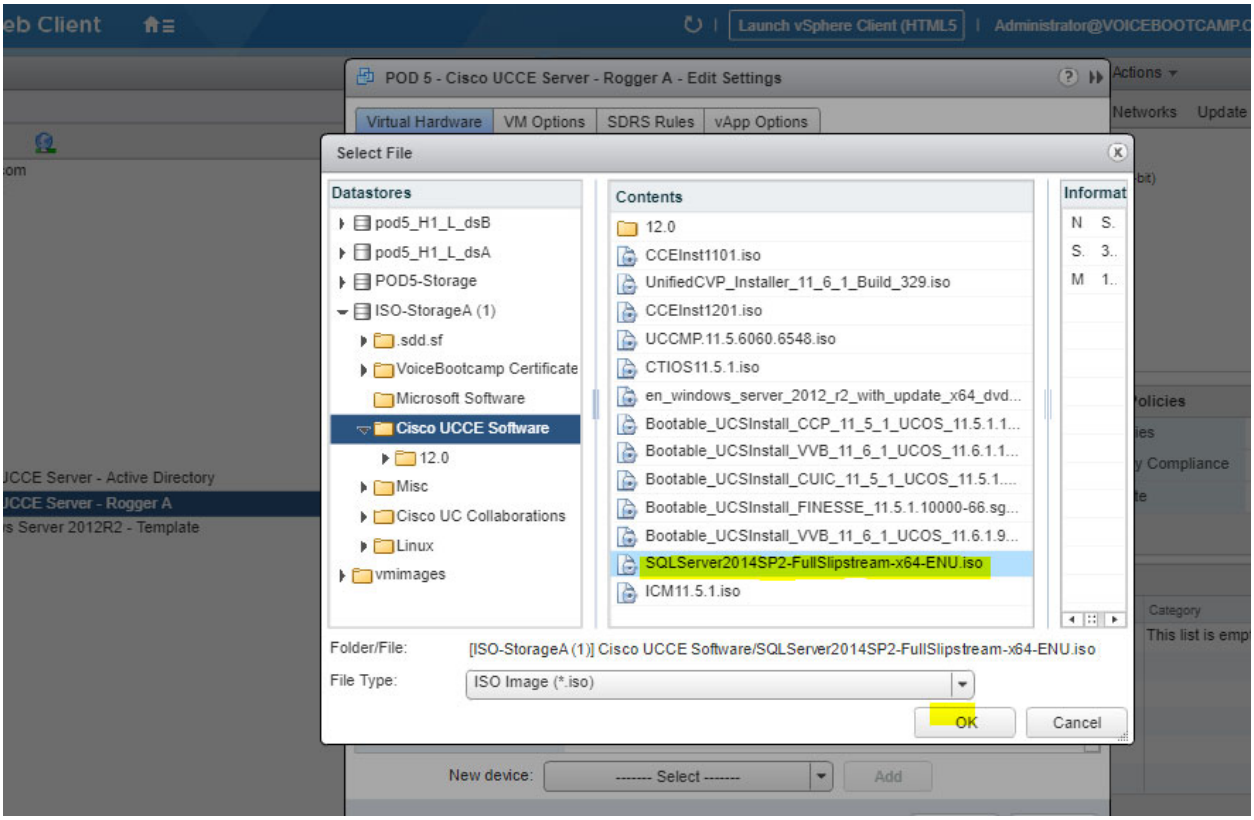

OD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
Server Manager
System Properties
Computer Name/Domain Changes
Windows Security
Computer Name/Domain Changes
Enter the name and password of an account with permission to join the domain.
administrator
Domain: pod5.com
OK
Cancel
Manage
Tools
View
TASKS
Last installed updates
Never
Windows Update
Not configured
Last checked for updates
Never
Windows Error Reporting
Off
Customer Experience Improvement Program
Not participating
IE Enhanced Security Configuration
Off
Time zone
(UTC-08:00) Pacific Time (US & Canada)
Product ID
Not activated
Processors
Intel(R) Xeon(R) CPU
E5540 @ 2.53GHz, Intel(R) X
Installed memory (RAM)
6 GB
EVENTS
All events | 17 total


POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
Server Manager
System Properties
Computer Name/Domain Changes
You can change the name and the membership of this computer. Changes might affect access to network resources.
Computer name:
roggera
Full computer name:
roggera.pod5.com
More...
Member of
Domain:
pod5.com
Workgroup:
WORKGROUP
OK
Cancel
Apply
Computer Name/Domain Changes
Welcome to the pod5.com domain.
OK
Manage
Tools
View
Help
TASKS
Last installed updates
Never
Windows Update
Not configured
Last checked for updates
Never
Windows Error Reporting
Off
Customer Experience Improvement Program
Not participating
Off
(UTC-08:00) Pacific Time (US & Canada)
Not activated
Intel(R) Xeon(R) CPU
E5540 @ 2.53GHz, Intel(R) X
6 GB
EVENTS
All events | 17 total
Filter
Server Name
ID
Severity
Source
Log
Date and Time
WIN-K1AC9PAUSSB
8198
Error
Microsoft-Windows-Security-SPP
Application
3/4/2019 4:29:03 PM

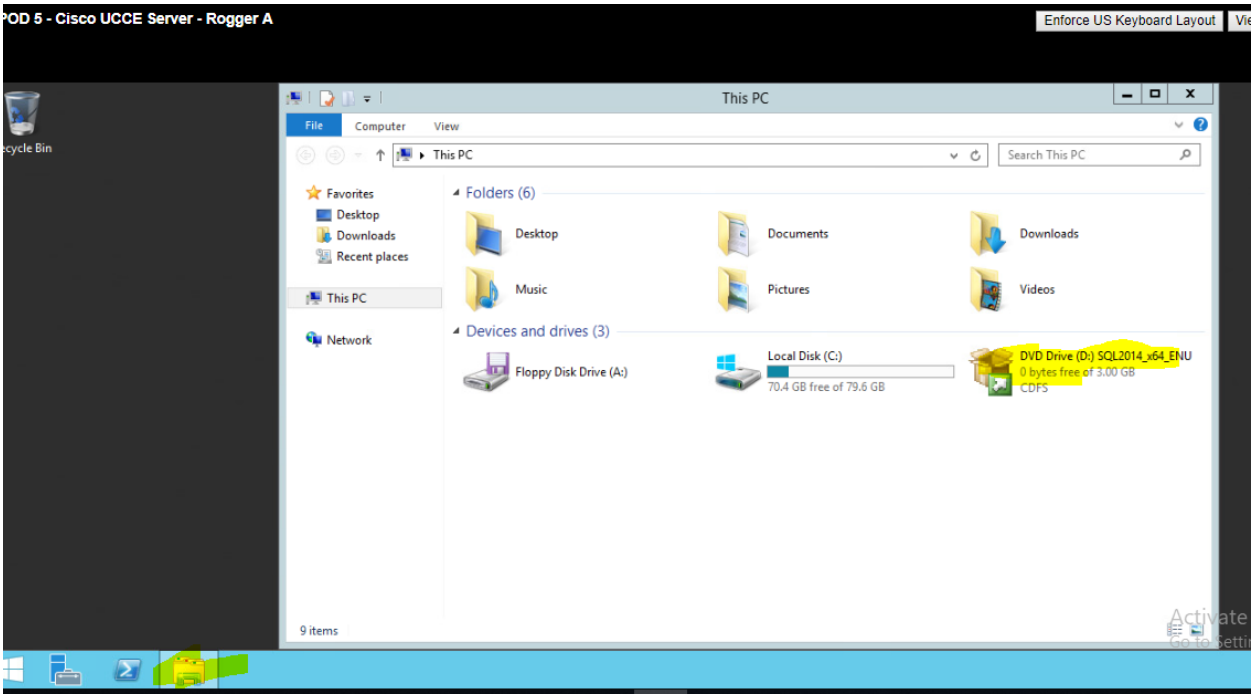


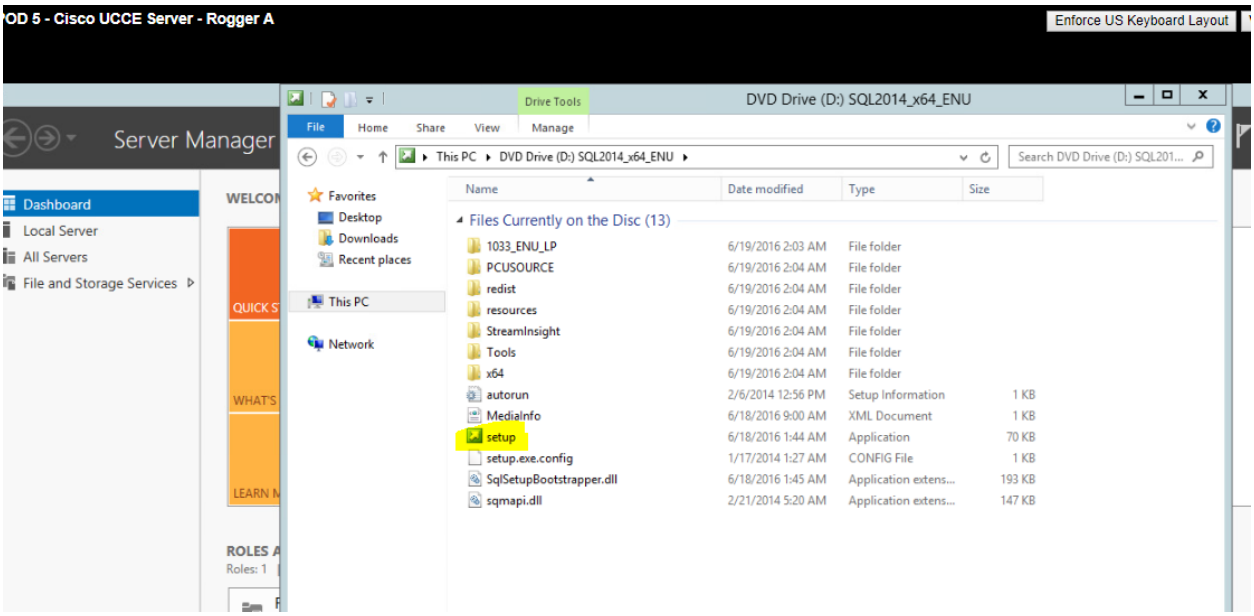
Now Installation: Window SQL 2014 in this Window server



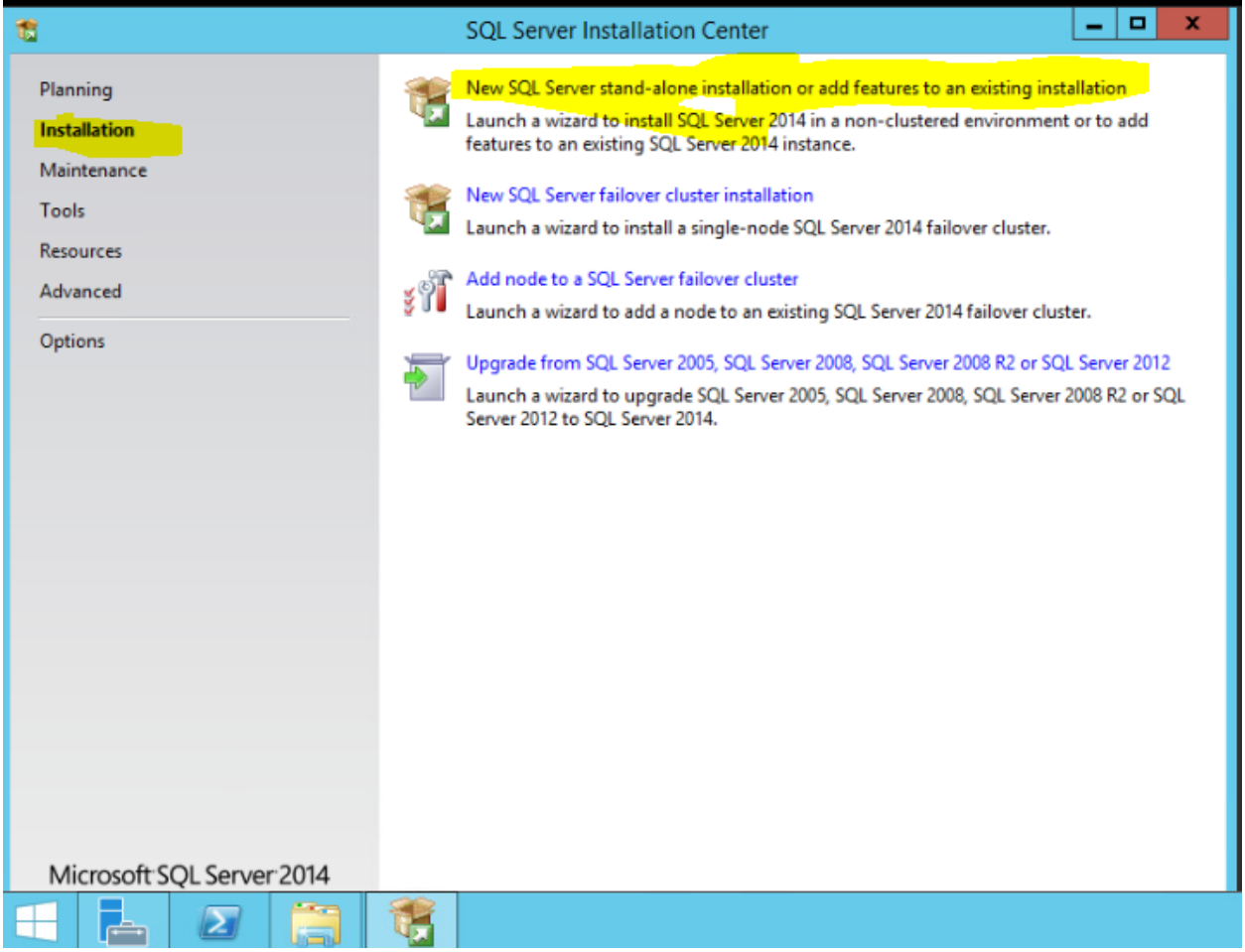


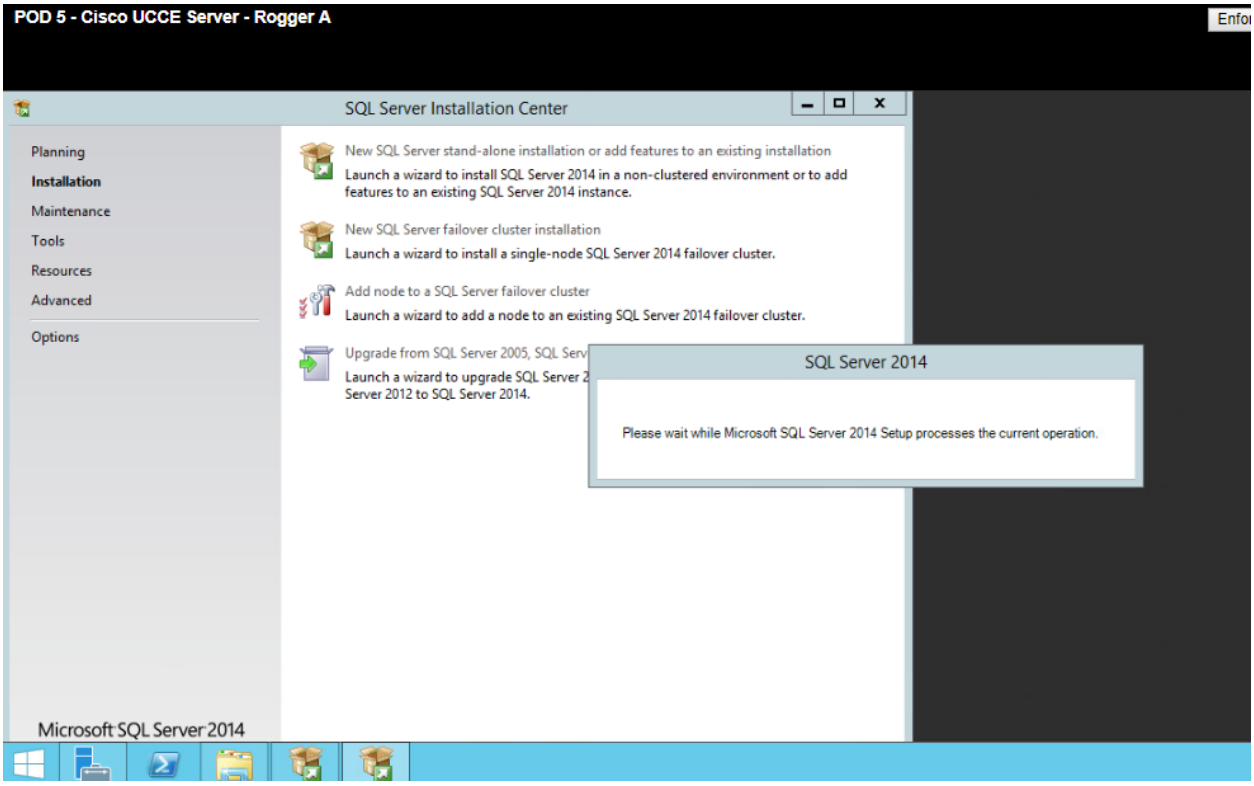
Power On to server


POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
This PC
File
Computer
View
Search This PC
Favorites
Desktop
Downloads
Recent places
This PC
Network
Folders (6)
Desktop
Documents
Downloads
Music
Pictures
Videos
Devices and drives (3)
Floppy Disk Drive (A:)
Local Disk (C:)
70.4 GB free of 79.6 GB
DVD Drive (D:) SQL2014_x64_ENU
0 bytes free of 3.00 GB
CDFS
9 items

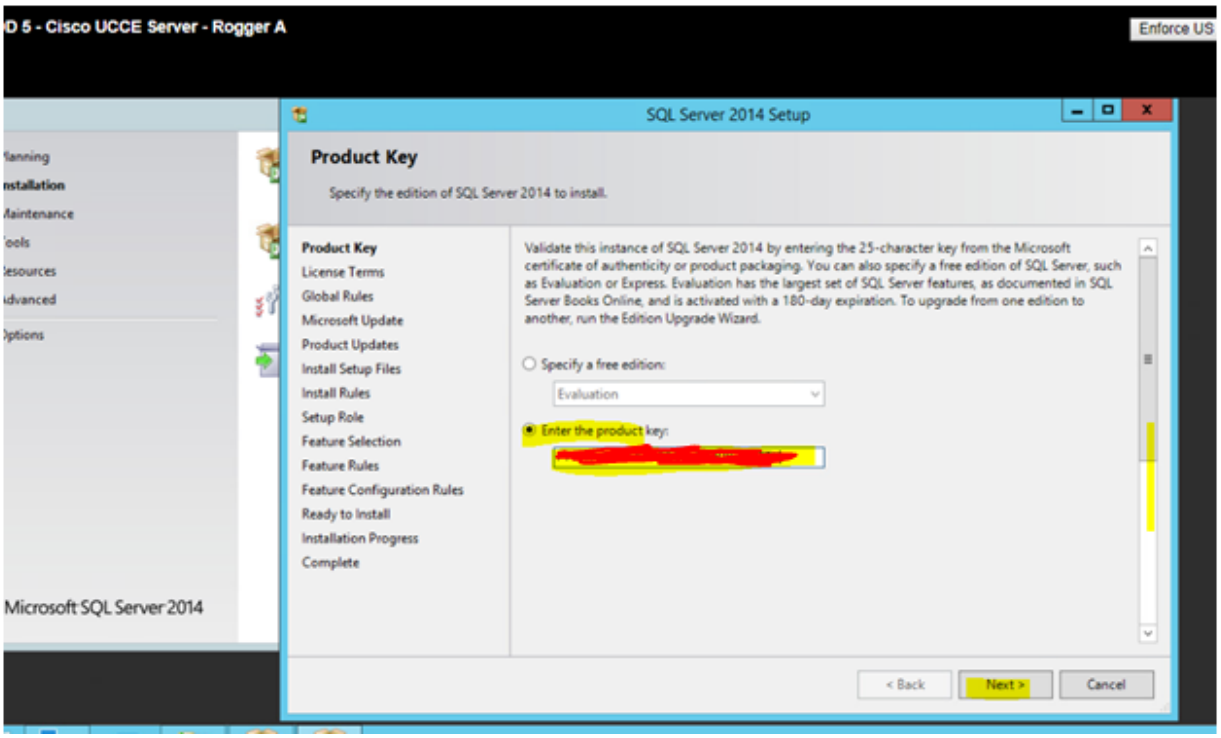

POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
Server Manager
Dashboard
Local Server
All Servers
File and Storage Services
Drive Tools
DVD Drive (D:) SQL2014_x64_ENU
File
Home
Share
View
Manage
This PC ▸ DVD Drive (D:) SQL2014_x64_ENU ▸
Search DVD Drive (D:) SQL201...
Name
Date modified
Type
Size
Files Currently on the Disc (13)
1033_ENU_LP 6/19/2016 2:03 AM File folder
PCUSOURCE 6/19/2016 2:04 AM File folder
redist 6/19/2016 2:04 AM File folder
resources 6/19/2016 2:04 AM File folder
StreamInsight 6/19/2016 2:04 AM File folder
Tools 6/19/2016 2:04 AM File folder
x64 6/19/2016 2:04 AM File folder
autorun 2/6/2014 12:56 PM Setup Information 1 KB
MediaInfo 6/18/2016 9:00 AM XML Document 1 KB
setup 6/18/2016 1:44 AM Application 70 KB
setup.exe.config 1/17/2014 1:27 AM CONFIG File 1 KB
SqlSetupBootstrapper.dll 6/18/2016 1:45 AM Application extens... 193 KB
sqmapi.dll 2/21/2014 5:20 AM Application extens... 147 KB

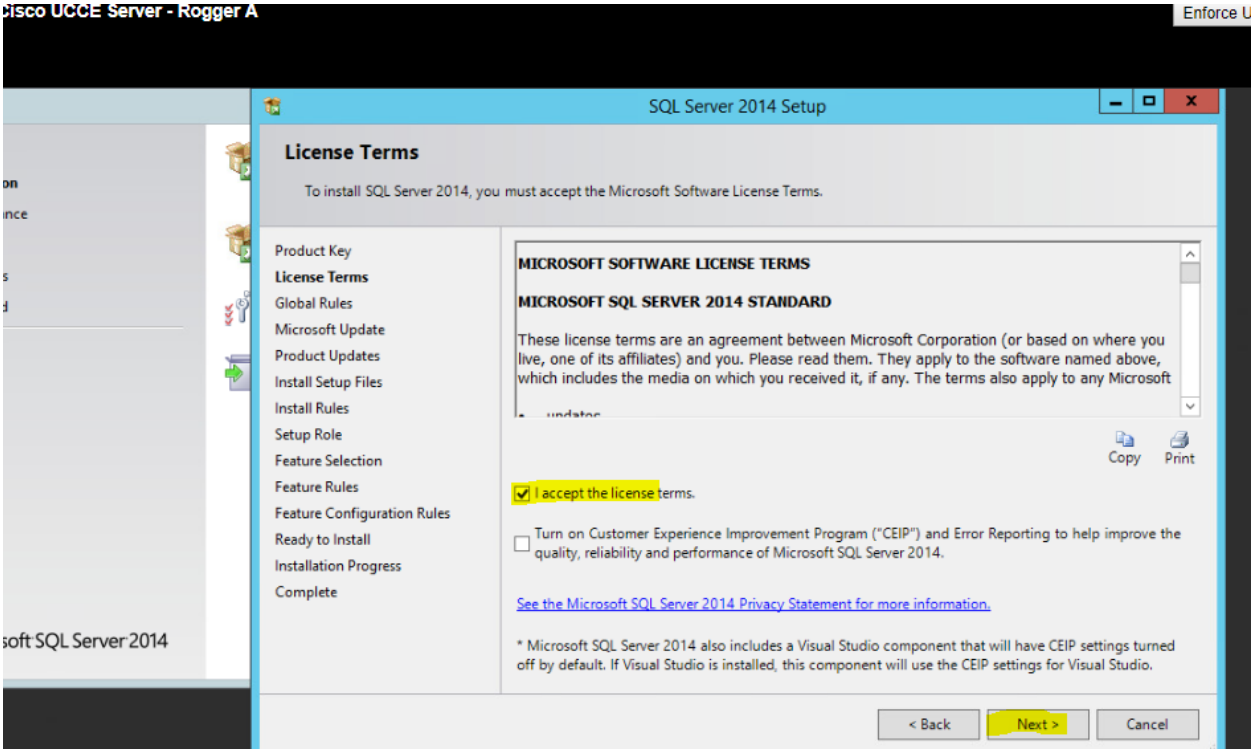
POD 5 - Cisco UCCE Server - Rogger A

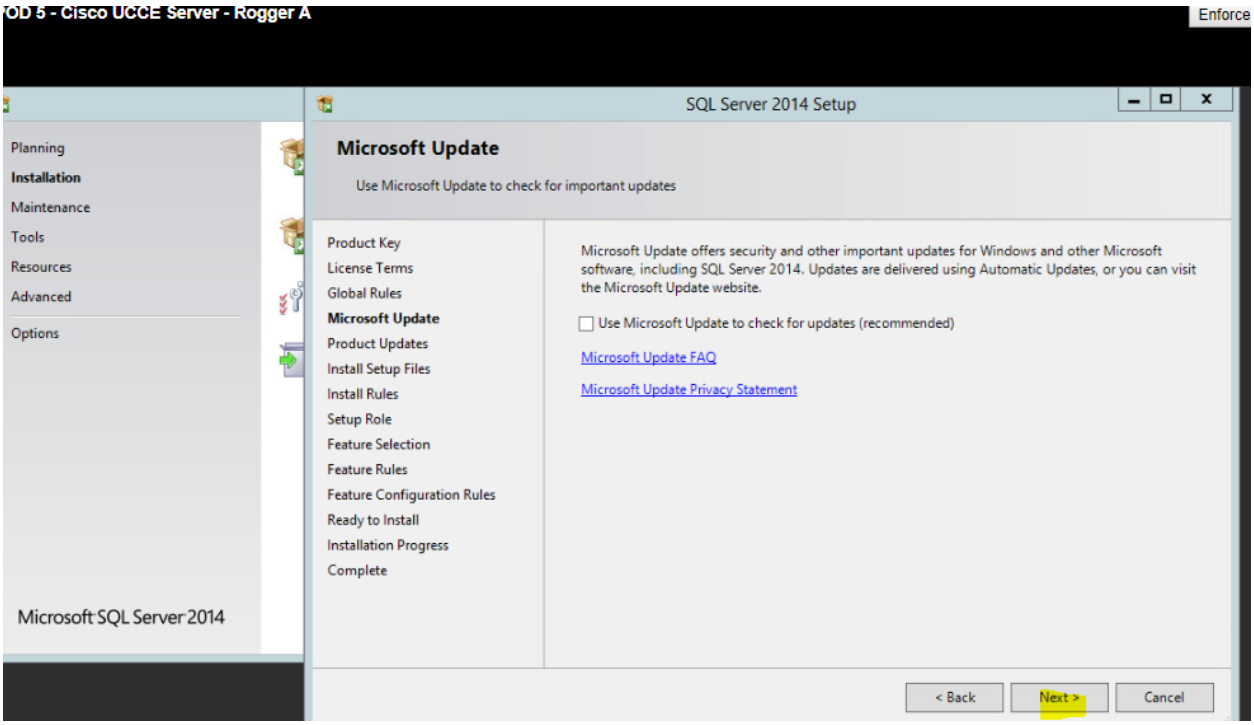


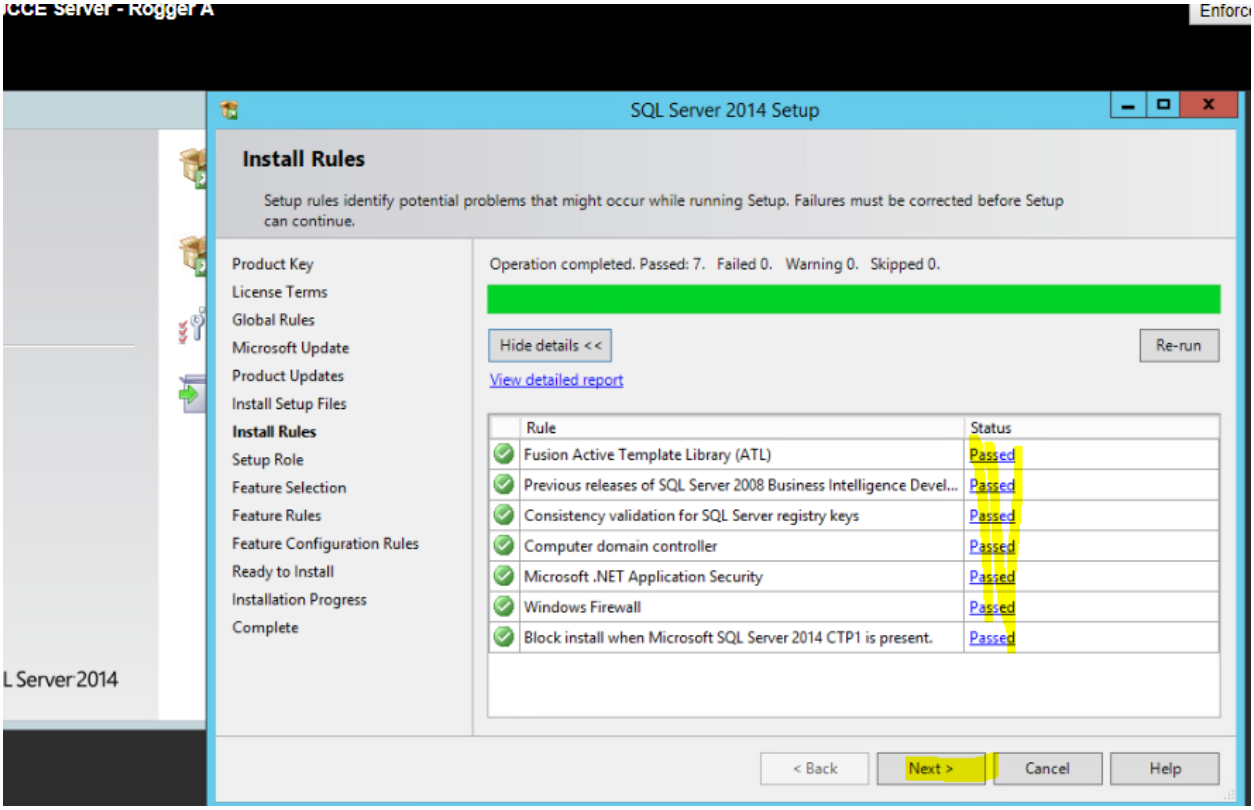


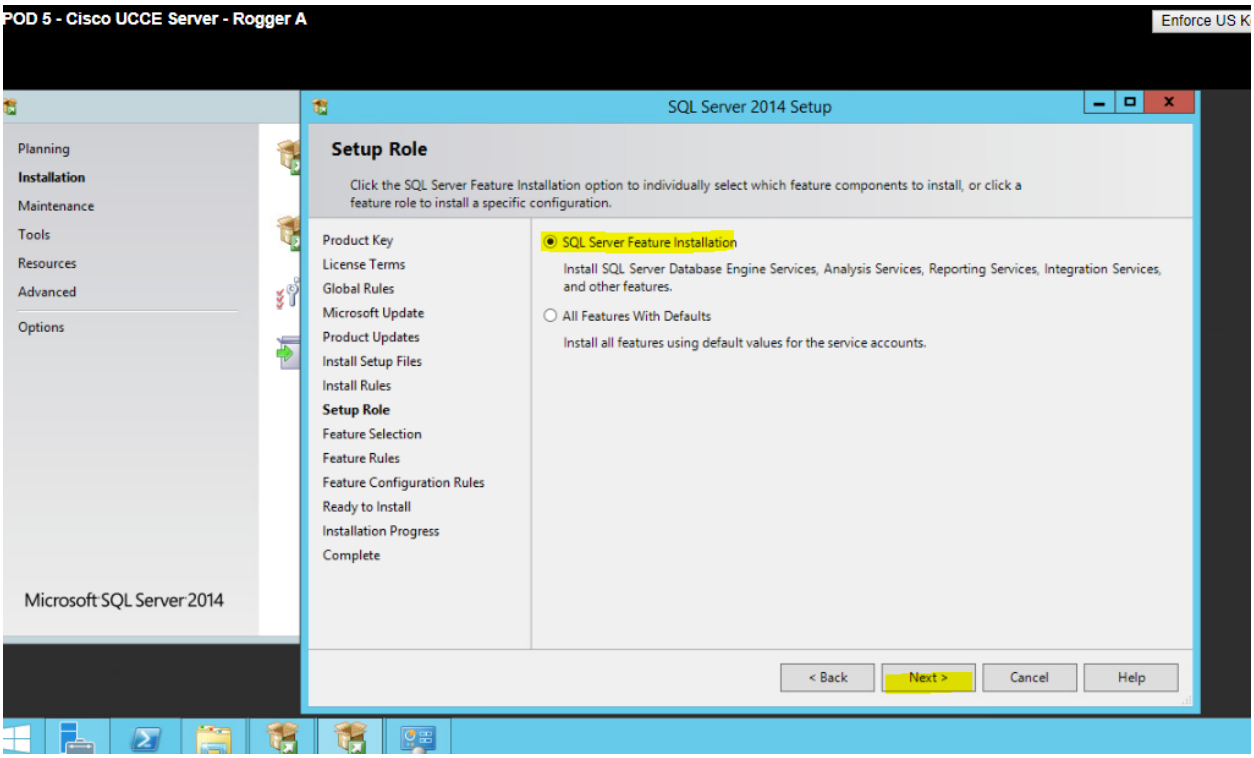
Product Key (Ask your institute –HR Department)

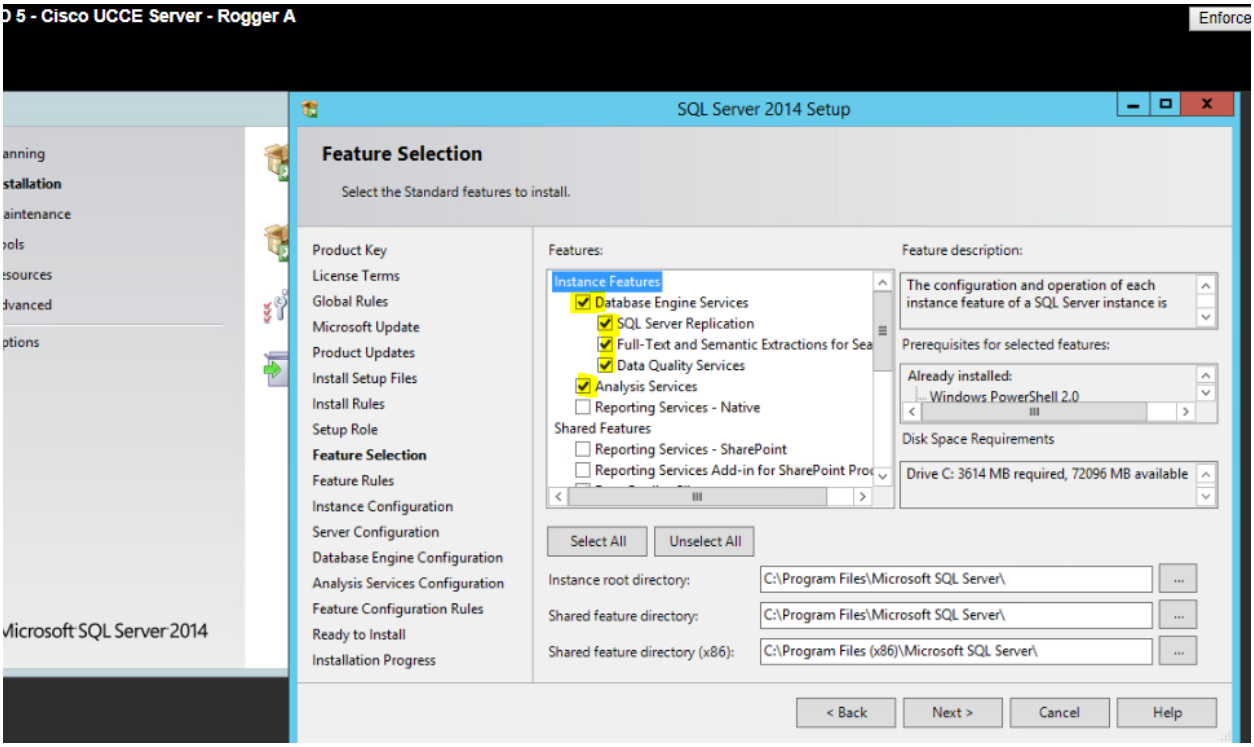

D 5 - Cisco UCCE Server - Rogger A
Enforce US
SQL Server 2014 Setup
Product Key
Specify the edition of SQL Server 2014 to install.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Validate this instance of SQL Server 2014 by entering the 25-character key from the Microsoft certificate of authenticity or product packaging. You can also specify a free edition of SQL Server, such as Evaluation or Express. Evaluation has the largest set of SQL Server features, as documented in SQL Server Books Online, and is activated with a 180-day expiration. To upgrade from one edition to another, run the Edition Upgrade Wizard.
Specify a free edition:
Evaluation
Enter the product key:
< Back
Next >
Cancel
Microsoft SQL Server 2014

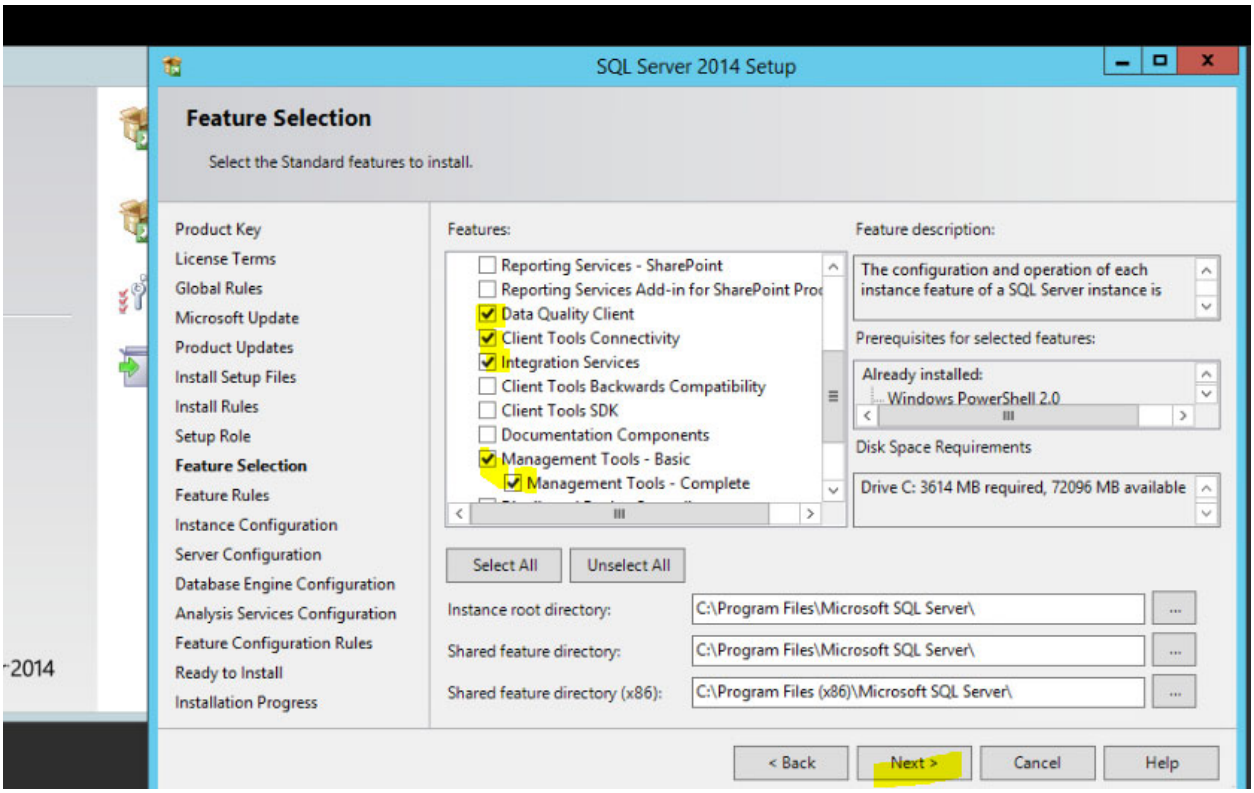

Cisco UCCE Server - Rogger A
Enforce U
SQL Server 2014 Setup
License Terms
To install SQL Server 2014, you must accept the Microsoft Software License Terms.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT SQL SERVER 2014 STANDARD
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
Copy
Print
I accept the license terms.
Turn on Customer Experience Improvement Program ("CEIP") and Error Reporting to help improve the quality, reliability and performance of Microsoft SQL Server 2014.
See the Microsoft SQL Server 2014 Privacy Statement for more information.
* Microsoft SQL Server 2014 also includes a Visual Studio component that will have CEIP settings turned off by default. If Visual Studio is installed, this component will use the CEIP settings for Visual Studio.
< Back
Next >
Cancel
soft SQL Server 2014

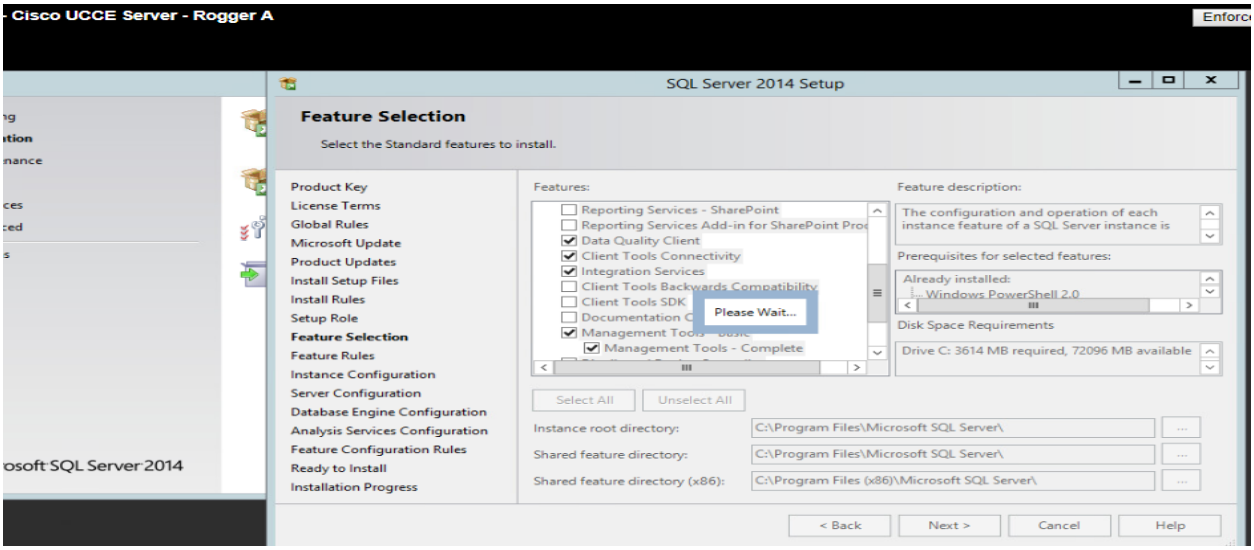

OD 5 - Cisco UCCE Server - Rogger A
Enforce
SQL Server 2014 Setup
Microsoft Update
Use Microsoft Update to check for important updates
Planning
Installation
Maintenance
Tools
Resources
Advanced
Options
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Microsoft Update offers security and other important updates for Windows and other Microsoft software, including SQL Server 2014. Updates are delivered using Automatic Updates, or you can visit the Microsoft Update website.
Use Microsoft Update to check for updates (recommended)
Microsoft Update FAQ
Microsoft Update Privacy Statement
< Back
Next >
Cancel
Microsoft SQL Server 2014

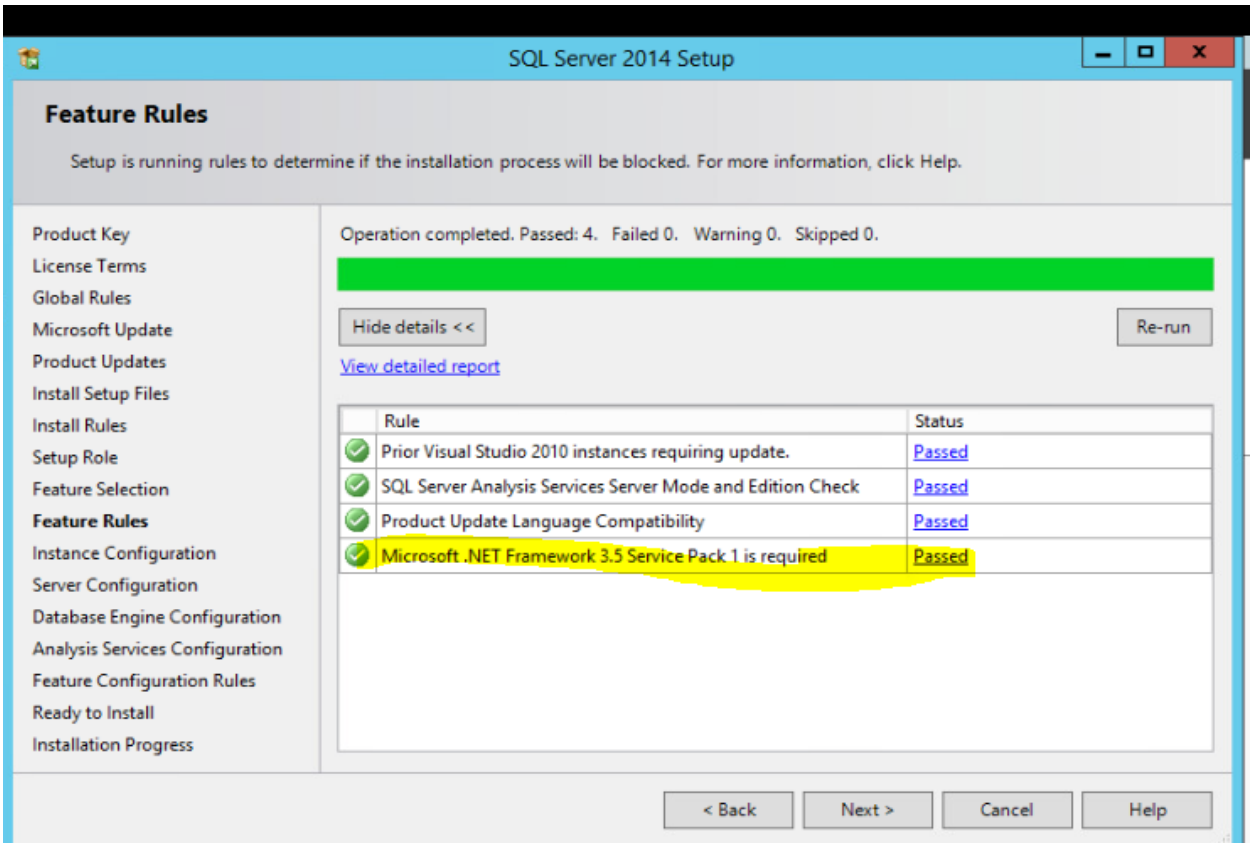

SQL Server 2014 Setup
Install Rules
Setup rules identify potential problems that might occur while running Setup. Failures must be corrected before Setup can continue.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Operation completed. Passed: 7. Failed 0. Warning 0. Skipped 0.
Hide details <<
Re-run
View detailed report
Rule
Status
Fusion Active Template Library (ATL)
Passed
Previous releases of SQL Server 2008 Business Intelligence Devel...
Passed
Consistency validation for SQL Server registry keys
Passed
Computer domain controller
Passed
Microsoft .NET Application Security
Passed
Windows Firewall
Passed
Block install when Microsoft SQL Server 2014 CTP1 is present.
Passed
< Back
Next >
Cancel
Help

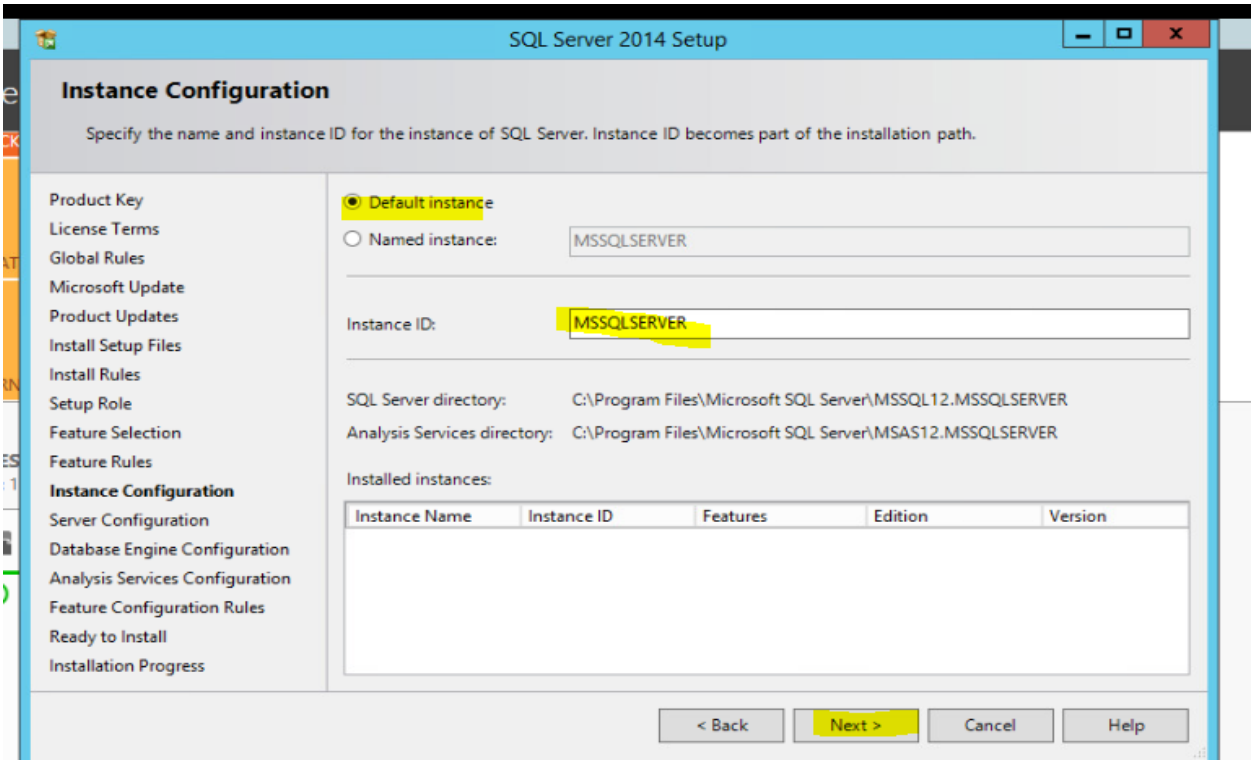

POD 5 - Cisco UCCE Server - Rogger A
Enforce US K
SQL Server 2014 Setup
Setup Role
Click the SQL Server Feature Installation option to individually select which feature components to install, or click a feature role to install a specific configuration.
Planning
Installation
Maintenance
Tools
Resources
Advanced
Options
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
SQL Server Feature Installation
Install SQL Server Database Engine Services, Analysis Services, Reporting Services, Integration Services, and other features.
All Features With Defaults
Install all features using default values for the service accounts.
Microsoft SQL Server 2014
< Back
Next >
Cancel
Help


5 - Cisco UCCE Server - Rogger A
Enforce
SQL Server 2014 Setup
Feature Selection
Select the Standard features to install.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Features:
Instance Features
Database Engine Services
SQL Server Replication
Full-Text and Semantic Extractions for Sea
Data Quality Services
Analysis Services
Reporting Services - Native
Shared Features
Reporting Services - SharePoint
Reporting Services Add-in for SharePoint Proc
Feature description:
The configuration and operation of each instance feature of a SQL Server instance is
Prerequisites for selected features:
Already installed:
Windows PowerShell 2.0
Disk Space Requirements
Drive C: 3614 MB required, 72096 MB available
Select All
Unselect All
Instance root directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory (x86):
C:\Program Files (x86)\Microsoft SQL Server\
< Back
Next >
Cancel
Help
Microsoft SQL Server 2014

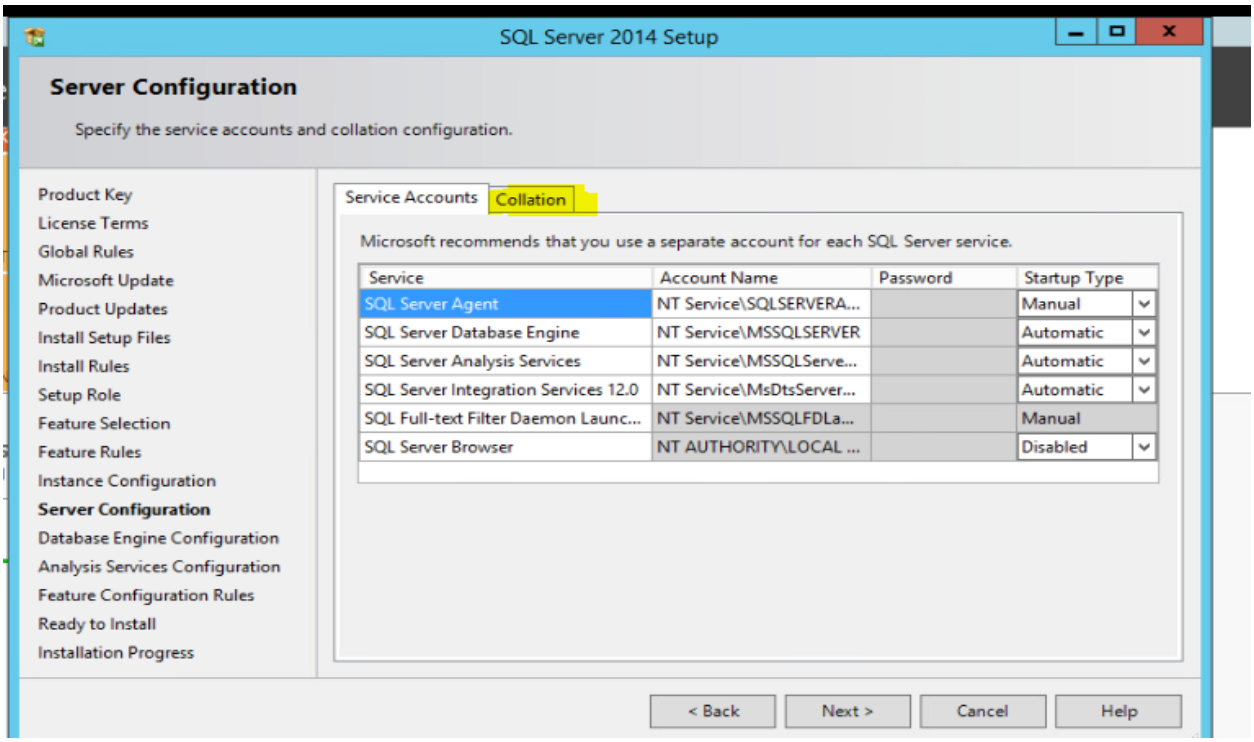

SQL Server 2014 Setup
Feature Selection
Select the Standard features to install.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Features:
Reporting Services - SharePoint
Reporting Services Add-in for SharePoint Proc
Data Quality Client
Client Tools Connectivity
Integration Services
Client Tools Backwards Compatibility
Client Tools SDK
Documentation Components
Management Tools - Basic
Management Tools - Complete
Feature description:
The configuration and operation of each instance feature of a SQL Server instance is
Prerequisites for selected features:
Already installed:
Windows PowerShell 2.0
Disk Space Requirements
Drive C: 3614 MB required, 72096 MB available
Select All
Unselect All
Instance root directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory (x86):
C:\Program Files (x86)\Microsoft SQL Server\
< Back
Next >
Cancel
Help
2014

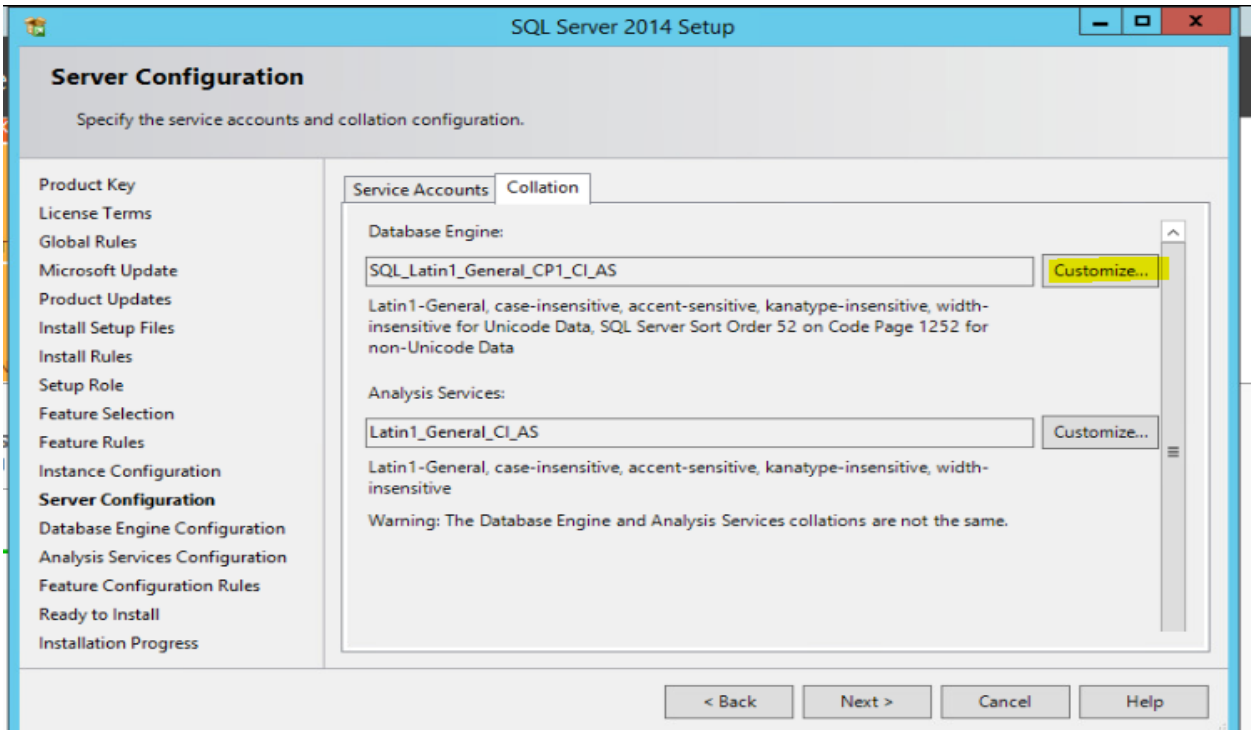

Cisco UCCE Server - Rogger A
SQL Server 2014 Setup
Feature Selection
Select the Standard features to install.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Features:
Reporting Services - SharePoint
Reporting Services Add-in for SharePoint Pro
Data Quality Client
Client Tools Connectivity
Integration Services
Client Tools Backwards Compatibility
Client Tools SDK
Documentation C
Management Tools
Management Tools - Complete
Please Wait...
Feature description:
The configuration and operation of each instance feature of a SQL Server instance is
Prerequisites for selected features:
Already installed:
Windows PowerShell 2.0
Disk Space Requirements
Drive C: 3614 MB required, 72096 MB available
Select All
Unselect All
Instance root directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory:
C:\Program Files\Microsoft SQL Server\
Shared feature directory (x86):
C:\Program Files (x86)\Microsoft SQL Server\
< Back
Next >
Cancel
Help

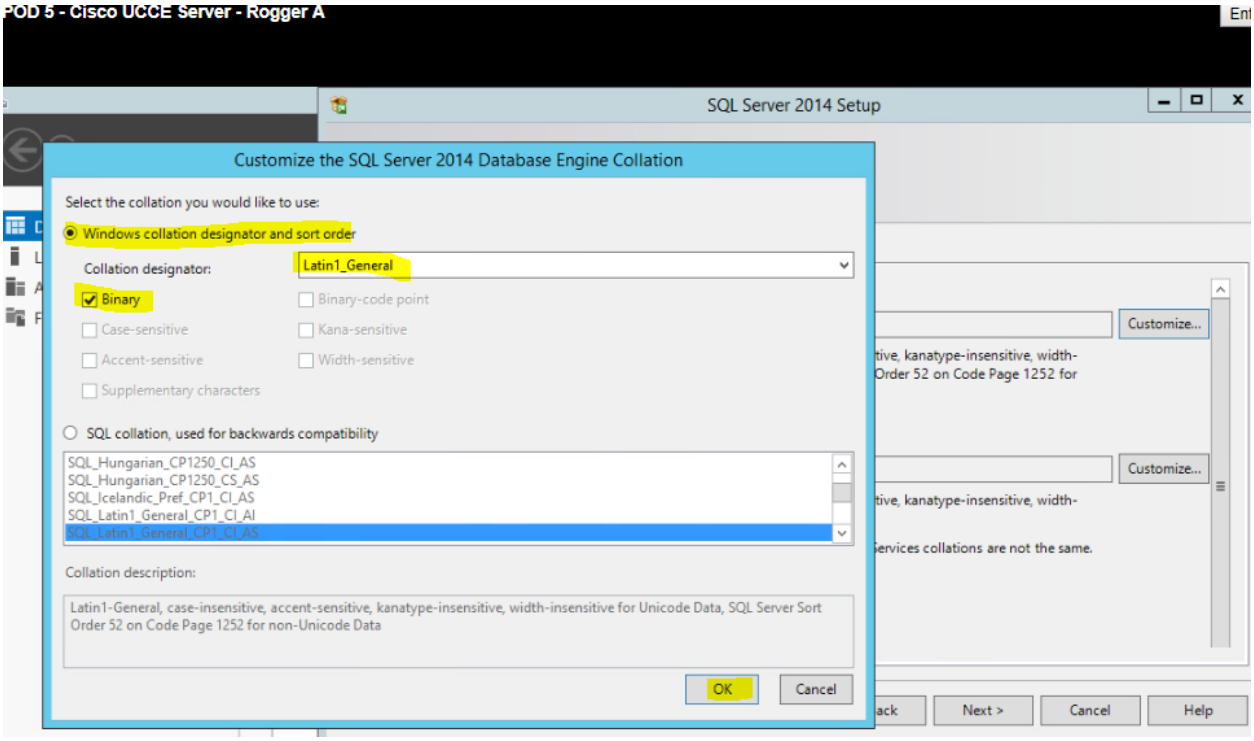

SQL Server 2014 Setup
Feature Rules
Setup is running rules to determine if the installation process will be blocked. For more information, click Help.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Operation completed. Passed: 4. Failed 0. Warning 0. Skipped 0.
Hide details <<
Re-run
View detailed report
Rule
Status
Prior Visual Studio 2010 instances requiring update.
Passed
SQL Server Analysis Services Server Mode and Edition Check
Passed
Product Update Language Compatibility
Passed
Microsoft .NET Framework 3.5 Service Pack 1 is required
Passed
< Back
Next >
Cancel
Help

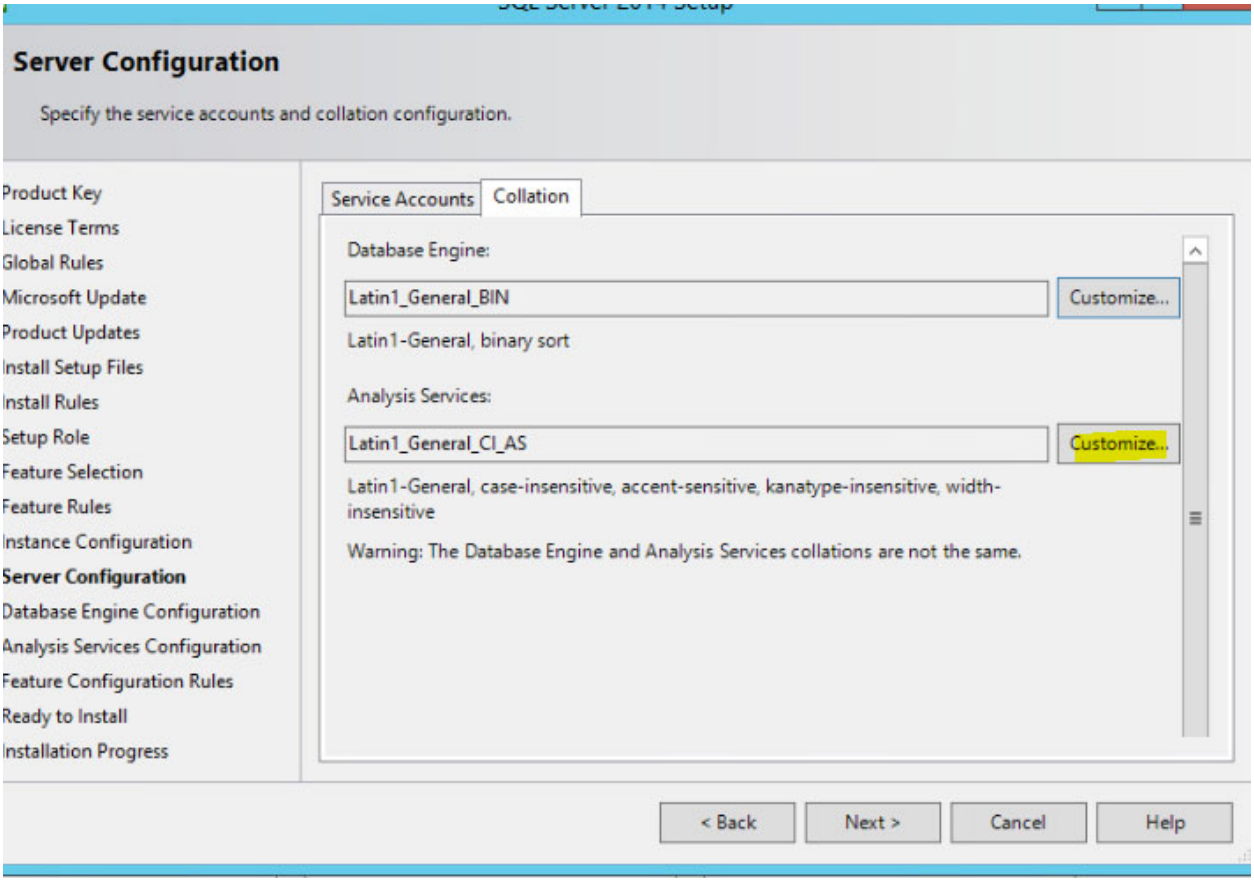


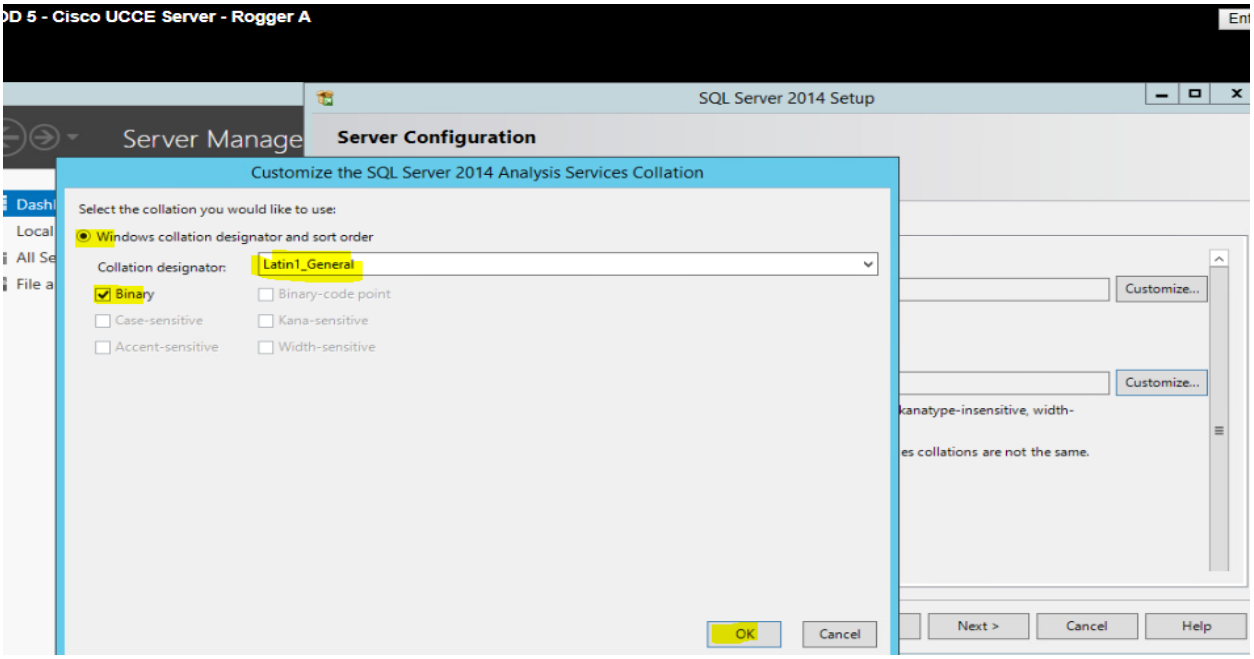
DO NOT CHANGE → Next

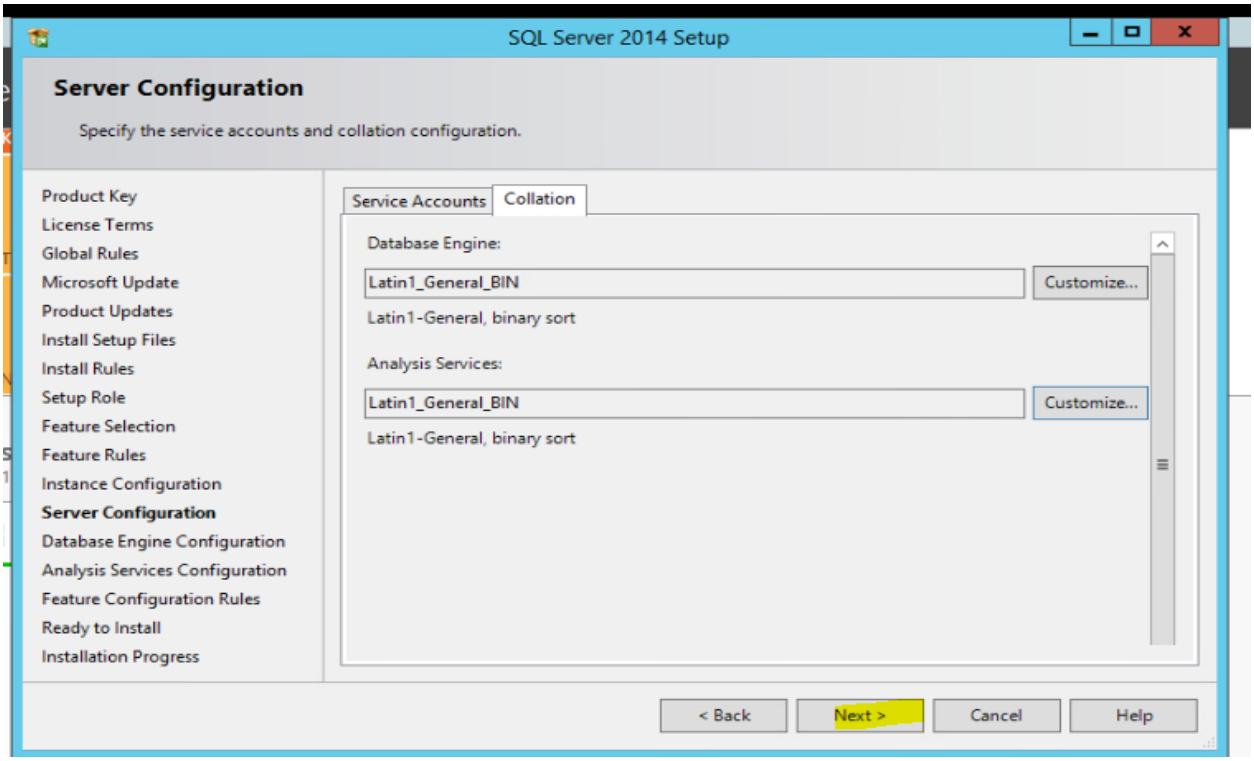


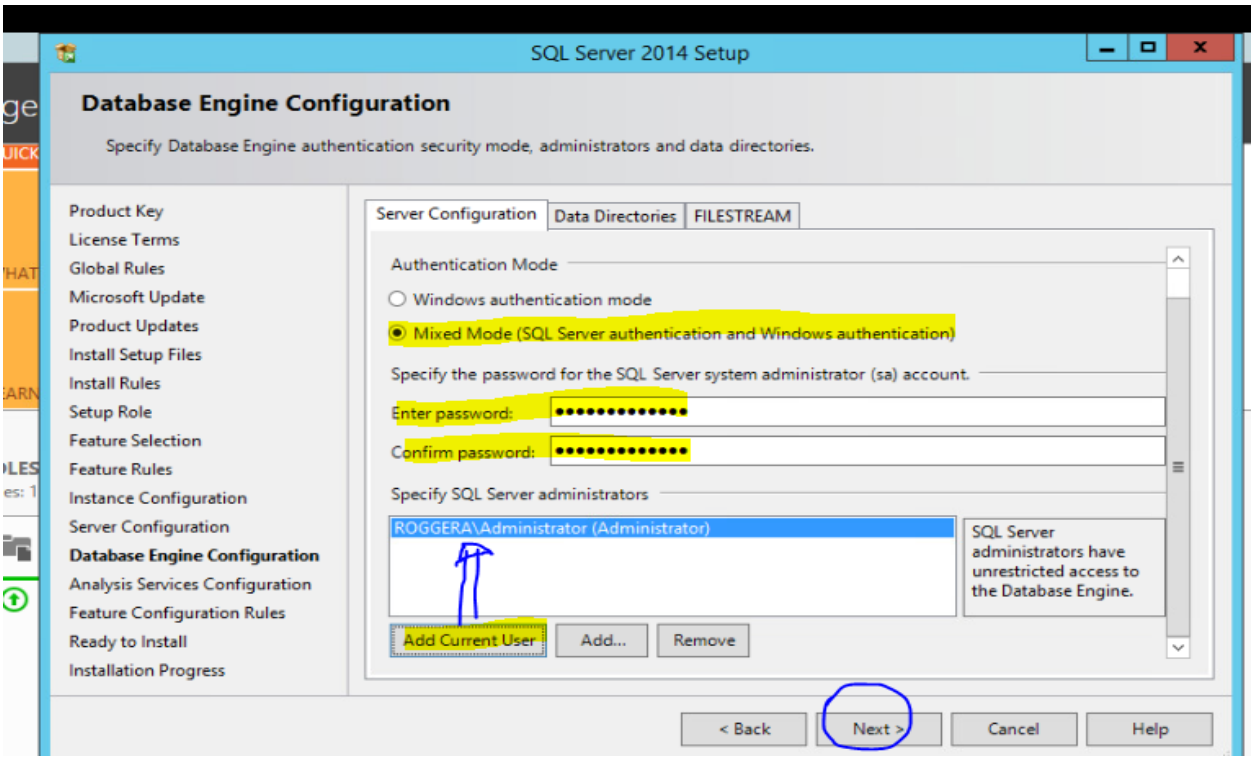

SQL Server 2014 Setup
Server Configuration
Specify the service accounts and collation configuration.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Service Accounts
Collation
Database Engine:
SQL_Latin1_General_CP1_CI_AS
Customize...
Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode Data
Analysis Services:
Latin1_General_CI_AS
Customize...
Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive
Warning: The Database Engine and Analysis Services collations are not the same.
< Back
Next >
Cancel
Help

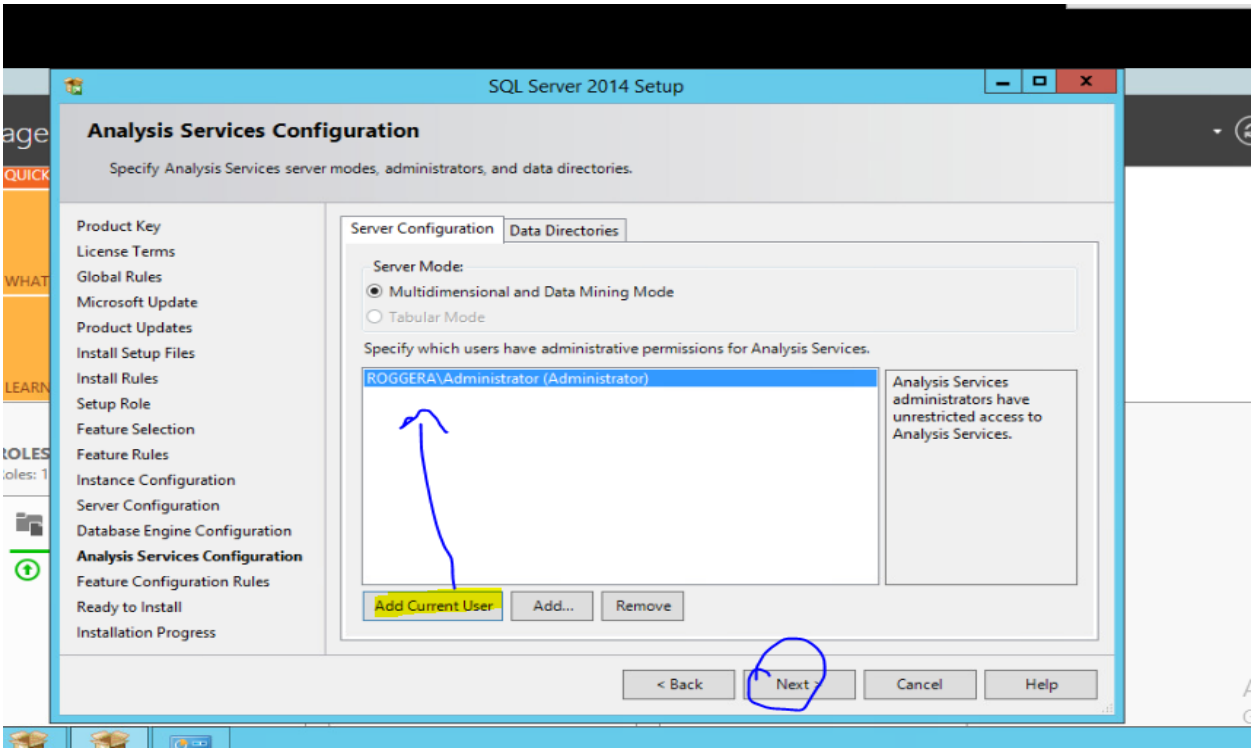

POD 5 - Cisco UCCE Server - Rogger A
SQL Server 2014 Setup
Customize the SQL Server 2014 Database Engine Collation
Select the collation you would like to use:
Windows collation designator and sort order
Collation designator:
Latin1_General
Binary
Binary-code point
Case-sensitive
Kana-sensitive
Accent-sensitive
Width-sensitive
Supplementary characters
SQL collation, used for backwards compatibility
SQL_Hungarian_CP1250_CI_AS
SQL_Hungarian_CP1250_CS_AS
SQL_Icelandic_Pref_CP1_CI_AS
SQL_Latin1_General_CP1_CI_AI
SQL_Latin1_General_CP1_CI_AS
Collation description:
Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode Data
OK
Cancel
Customize...
Customize...
Next >
Cancel
Help

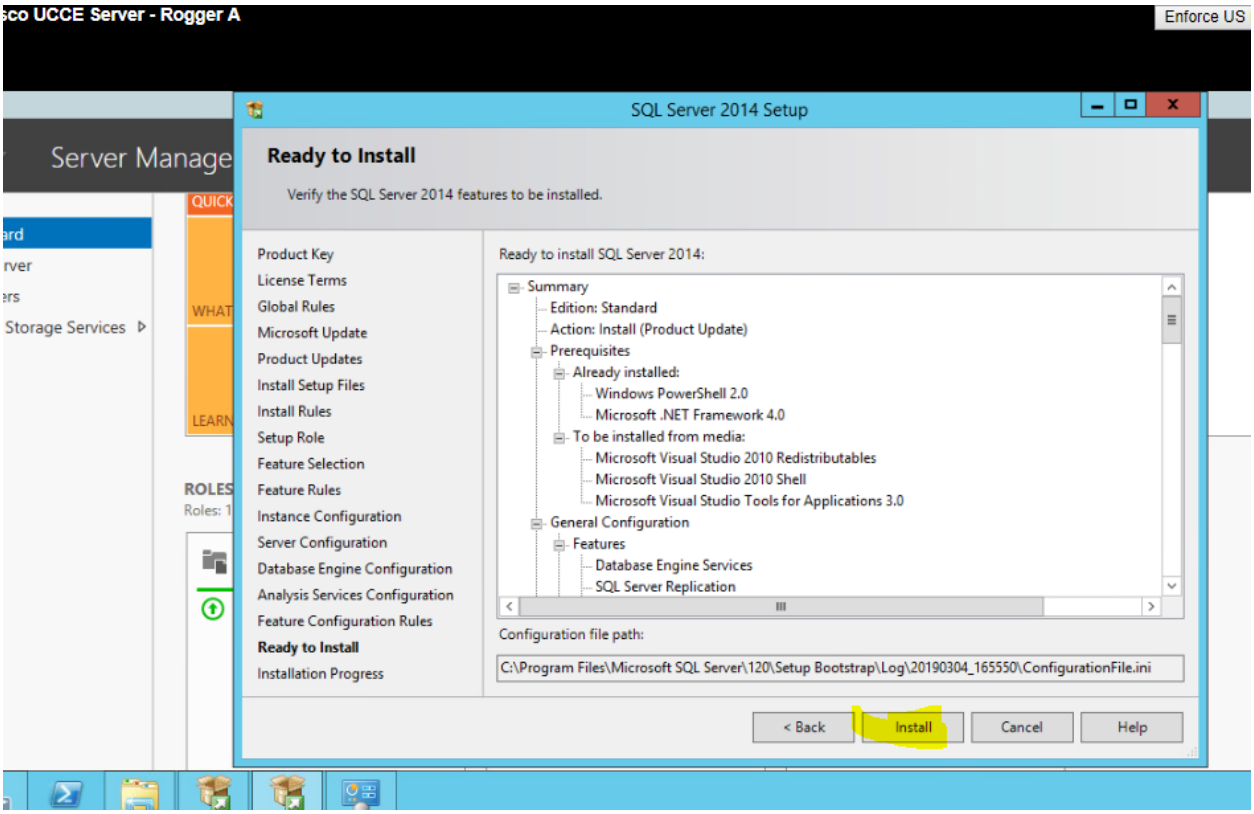

Server Configuration
Specify the service accounts and collation configuration.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Service Accounts
Collation
Database Engine:
Latin1_General_BIN
Customize...
Latin1-General, binary sort
Analysis Services:
Latin1_General_CI_AS
Customize...
Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive
Warning: The Database Engine and Analysis Services collations are not the same.
< Back
Next >
Cancel
Help

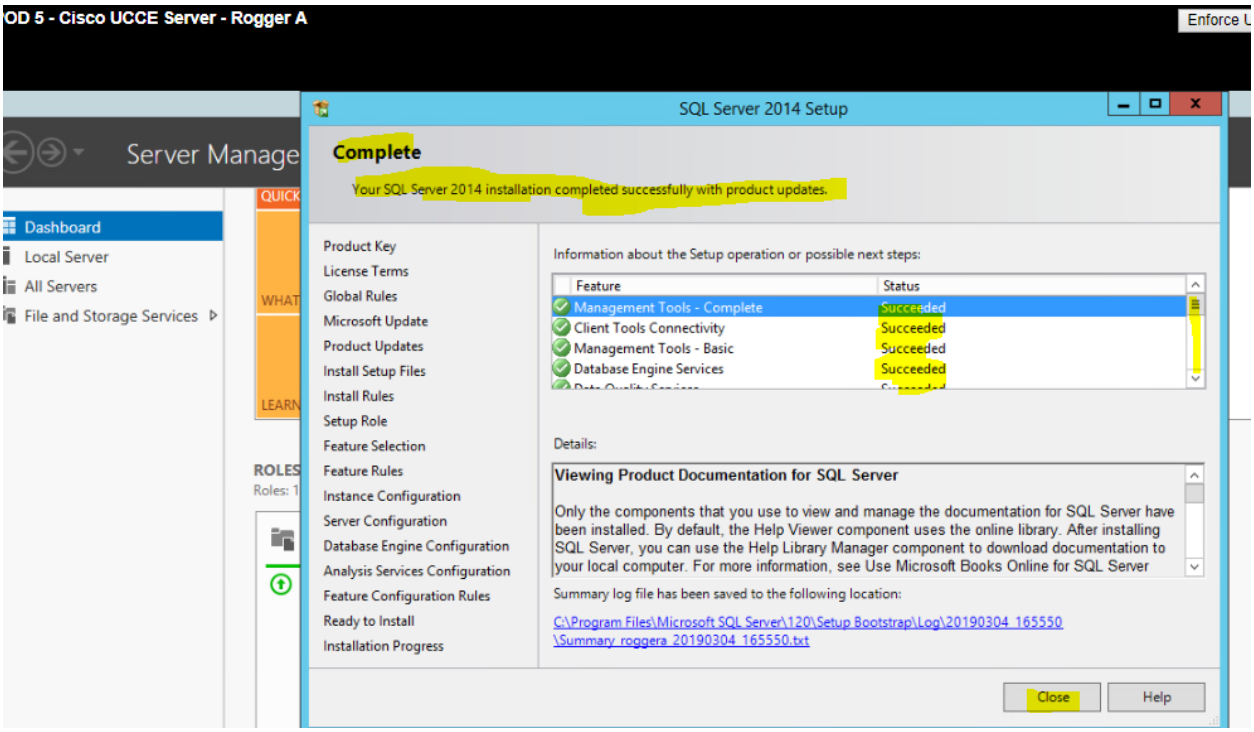

D 5 - Cisco UCCE Server - Rogger A
SQL Server 2014 Setup
Server Configuration
Customize the SQL Server 2014 Analysis Services Collation
Select the collation you would like to use:
Windows collation designator and sort order
Collation designator:
Latin1_General
Binary
Binary-code point
Case-sensitive
Kana-sensitive
Accent-sensitive
Width-sensitive
OK
Cancel
Customize...
Customize...
Next >
Cancel
Help

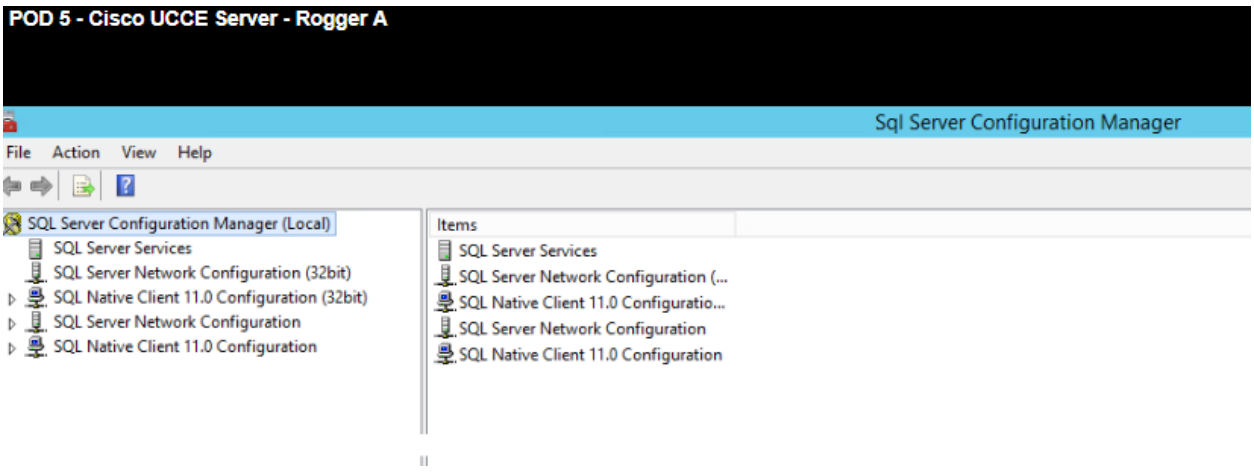

SQL Server 2014 Setup
Server Configuration
Specify the service accounts and collation configuration.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Service Accounts
Collation
Database Engine:
Latin1_General_BIN
Customize...
Latin1-General, binary sort
Analysis Services:
Latin1_General_BIN
Customize...
Latin1-General, binary sort
< Back
Next >
Cancel
Help


SQL Server 2014 Setup
Database Engine Configuration
Specify Database Engine authentication security mode, administrators and data directories.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Server Configuration
Data Directories
FILESTREAM
Authentication Mode
Windows authentication mode
Mixed Mode (SQL Server authentication and Windows authentication)
Specify the password for the SQL Server system administrator (sa) account.
Enter password:
Confirm password:
Specify SQL Server administrators
ROGGERA\Administrator (Administrator)
SQL Server administrators have unrestricted access to the Database Engine.
Add Current User
Add...
Remove
< Back
Next >
Cancel
Help

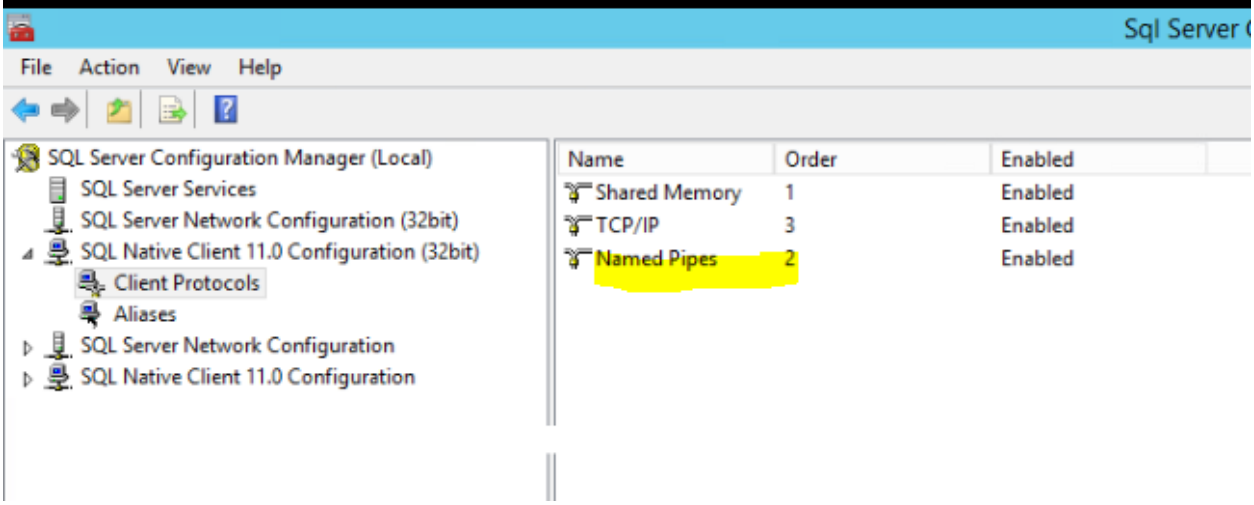

SQL Server 2014 Setup
Analysis Services Configuration
Specify Analysis Services server modes, administrators, and data directories.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Server Configuration
Data Directories
Server Mode:
Multidimensional and Data Mining Mode
Tabular Mode
Specify which users have administrative permissions for Analysis Services.
ROGGERA\Administrator (Administrator)
Analysis Services administrators have unrestricted access to Analysis Services.
Add Current User
Add...
Remove
< Back
Next >
Cancel
Help


sco UCCE Server - Rogger A
Enforce US
SQL Server 2014 Setup
Ready to Install
Verify the SQL Server 2014 features to be installed.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Ready to install SQL Server 2014:
Summary
Edition: Standard
Action: Install (Product Update)
Prerequisites
Already installed:
Windows PowerShell 2.0
Microsoft .NET Framework 4.0
To be installed from media:
Microsoft Visual Studio 2010 Redistributables
Microsoft Visual Studio 2010 Shell
Microsoft Visual Studio Tools for Applications 3.0
General Configuration
Features
Database Engine Services
SQL Server Replication
Configuration file path:
C:\Program Files\Microsoft SQL Server\120\Setup Bootstrap\Log\20190304_165550\ConfigurationFile.ini
< Back
Install
Cancel
Help

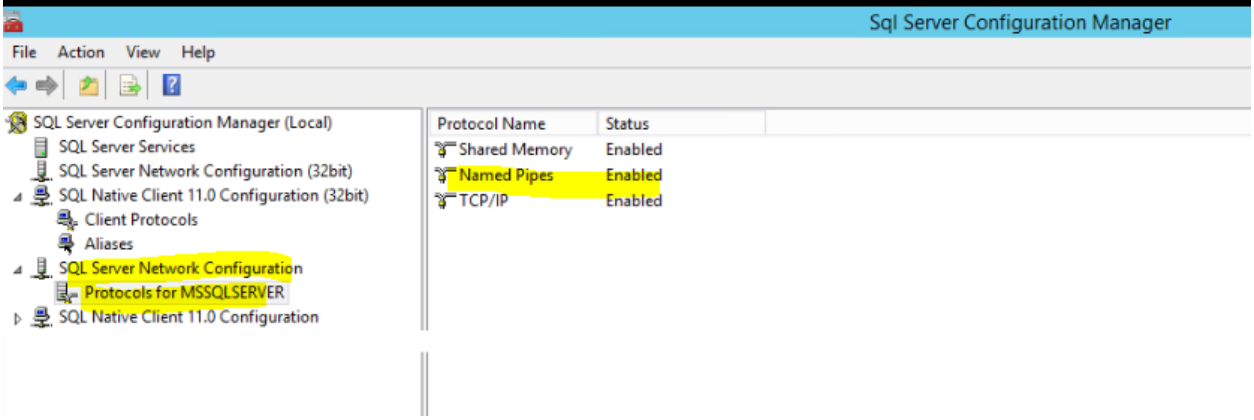

OD 5 - Cisco UCCE Server - Rogger A
Server Manage
Dashboard
Local Server
All Servers
File and Storage Services
SQL Server 2014 Setup
Complete
Your SQL Server 2014 installation completed successfully with product updates.
Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Setup Role
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Information about the Setup operation or possible next steps:
Feature
Status
Management Tools - Complete
Succeeded
Client Tools Connectivity
Succeeded
Management Tools - Basic
Succeeded
Database Engine Services
Succeeded
Details:
Viewing Product Documentation for SQL Server
Only the components that you use to view and manage the documentation for SQL Server have been installed. By default, the Help Viewer component uses the online library. After installing SQL Server, you can use the Help Library Manager component to download documentation to your local computer. For more information, see Use Microsoft Books Online for SQL Server
Summary log file has been saved to the following location:
C:\Program Files\Microsoft SQL Server\120\Setup Bootstrap\Log\20190304_165550
\Summary_roggera_20190304_165550.txt
Close
Help

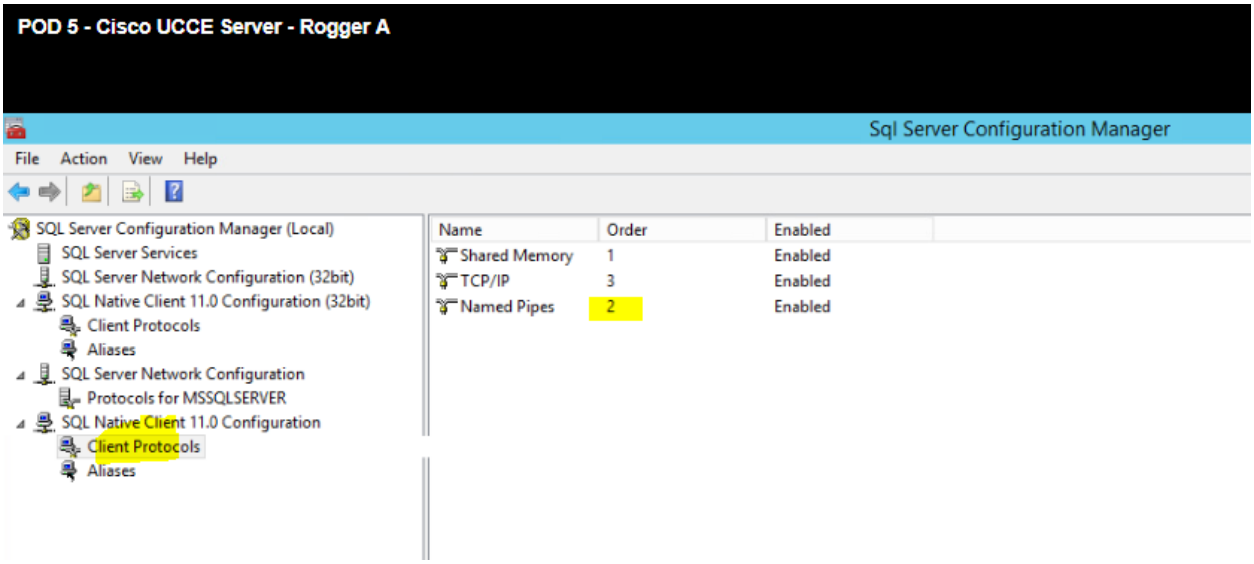

POD 5 - Cisco UCCE Server - Rogger A
Sql Server Configuration Manager
File
Action
View
Help
SQL Server Configuration Manager (Local)
SQL Server Services
SQL Server Network Configuration (32bit)
SQL Native Client 11.0 Configuration (32bit)
SQL Server Network Configuration
SQL Native Client 11.0 Configuration
Items
SQL Server Services
SQL Server Network Configuration (...
SQL Native Client 11.0 Configuratio...
SQL Server Network Configuration
SQL Native Client 11.0 Configuration

POD 5 - Cisco UCCE Server - Rogger A



POD 5 - Cisco UCCE Server - Rogger A



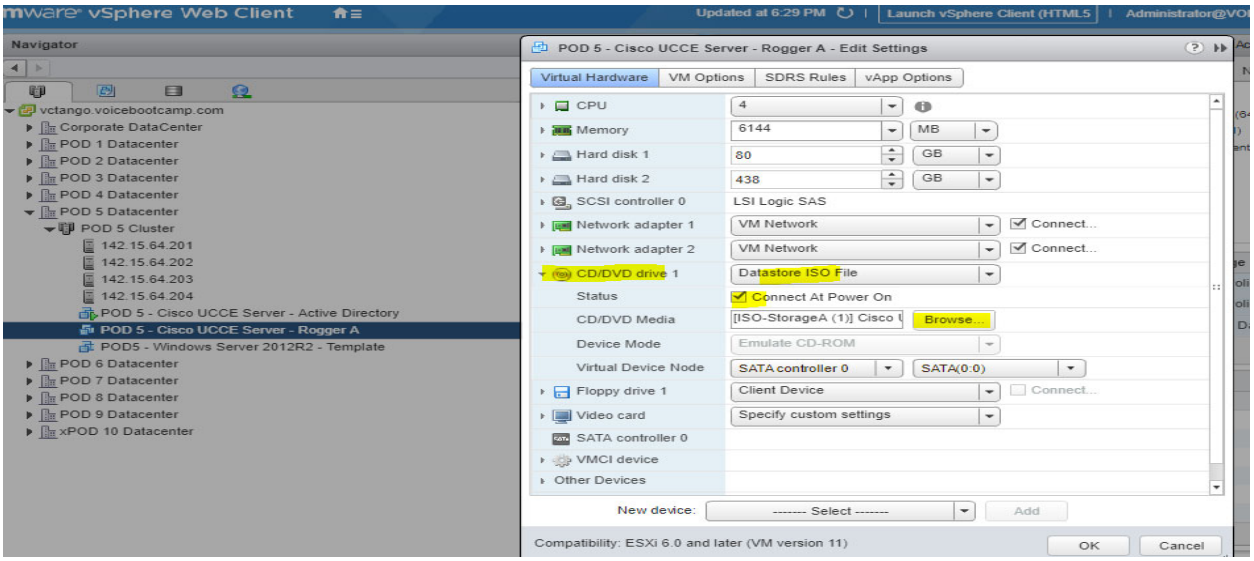


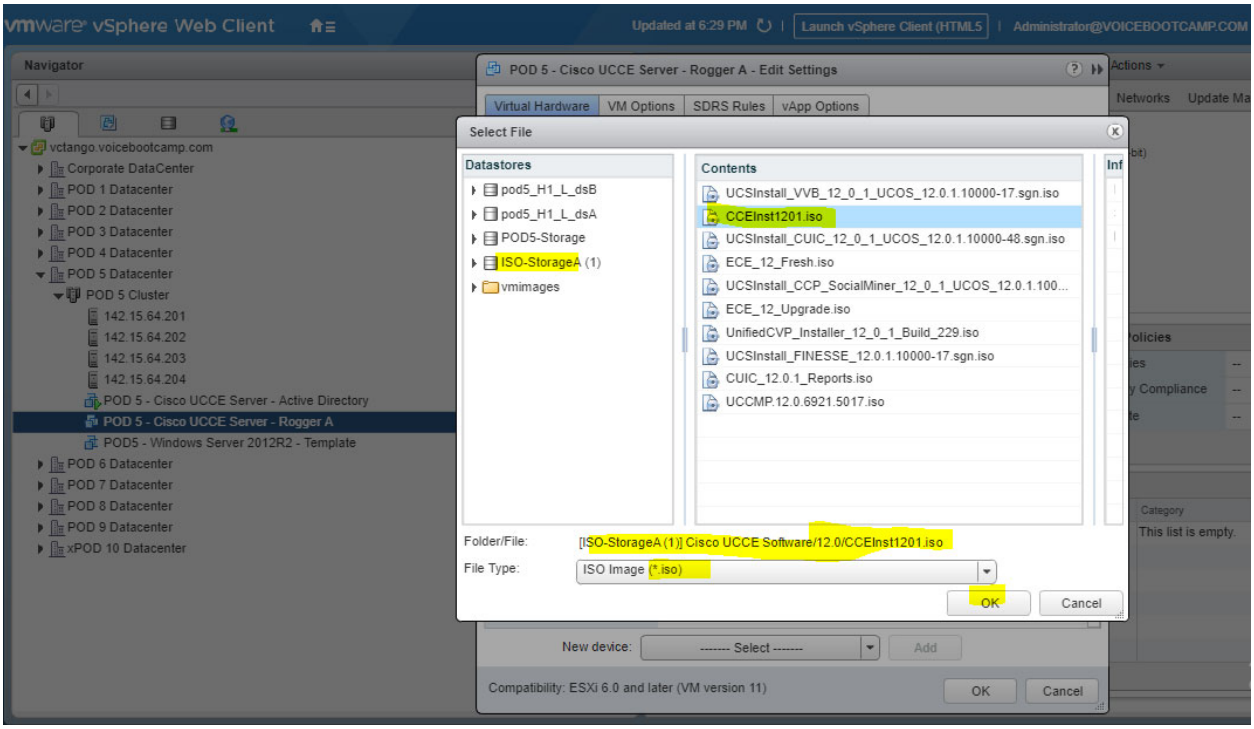
5) Cisco Unified ICM Component Installation

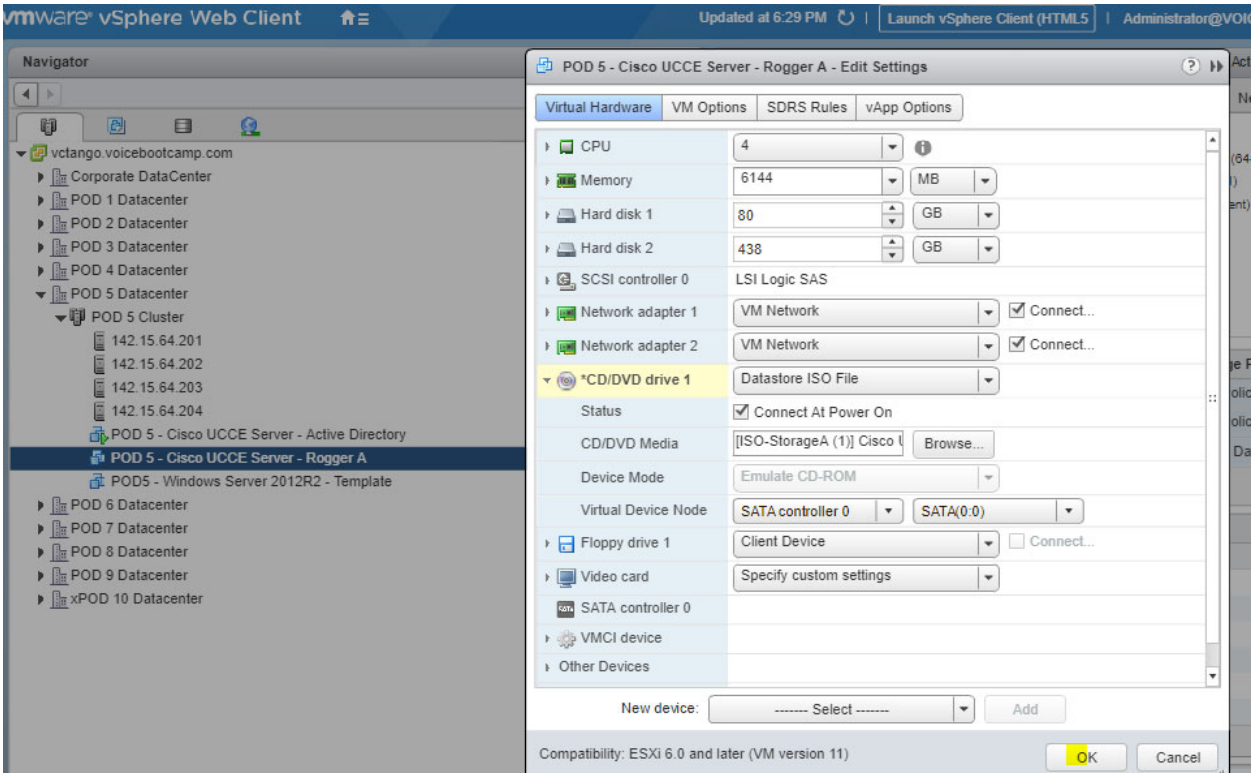
Configure Domain Manager

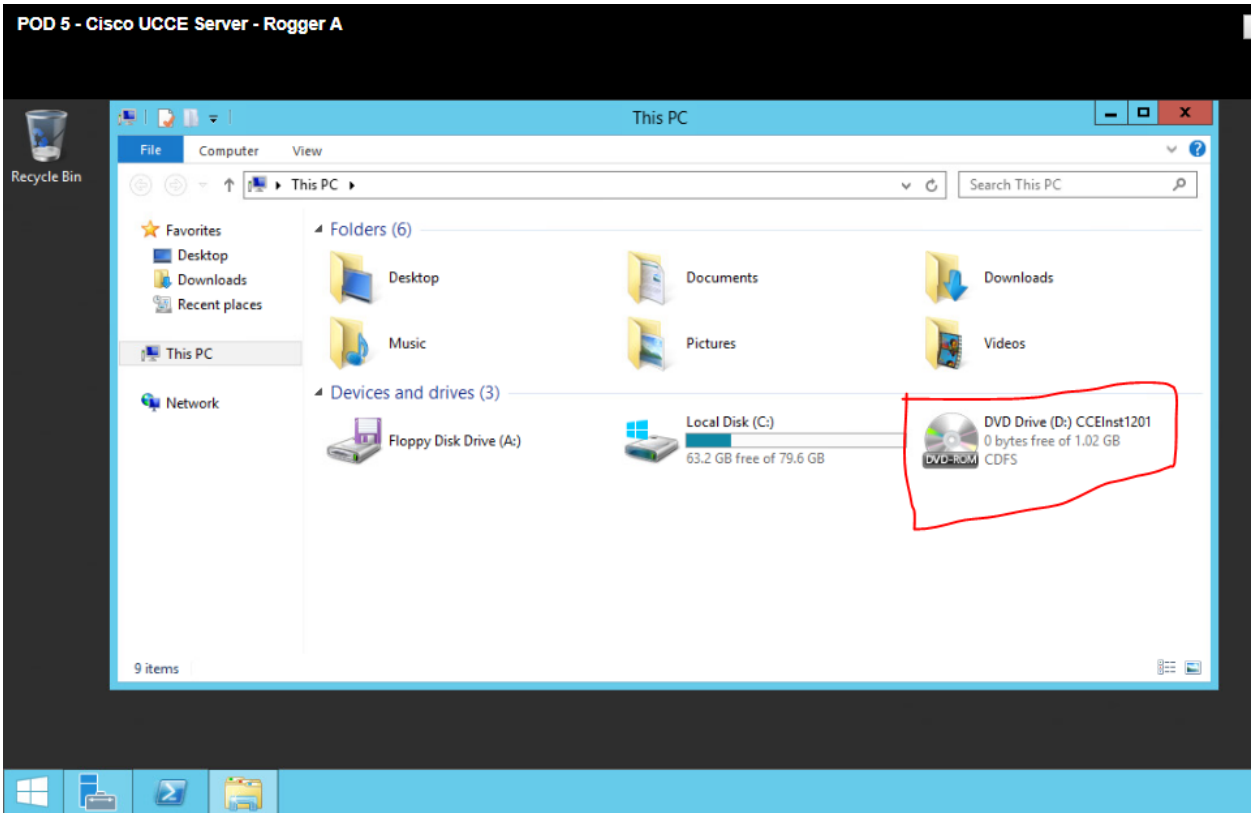
1) Installing Cisco Unified UCCE 12.0.1 Base Software

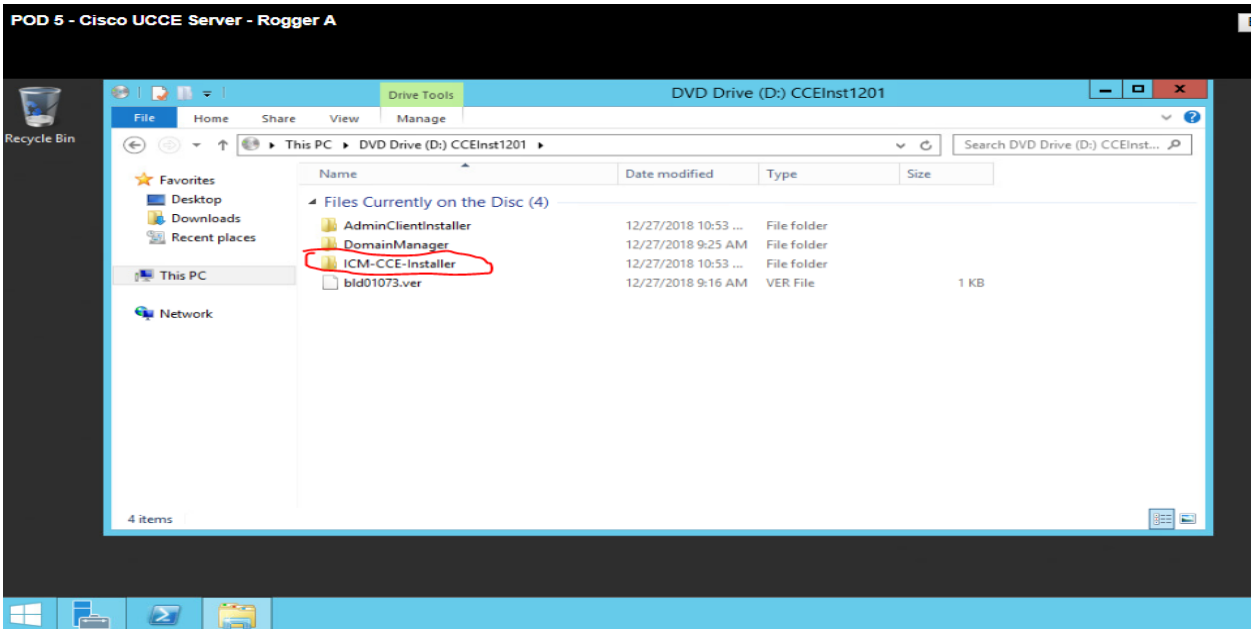
Now Installation UCCE (ICM) Software in Window server

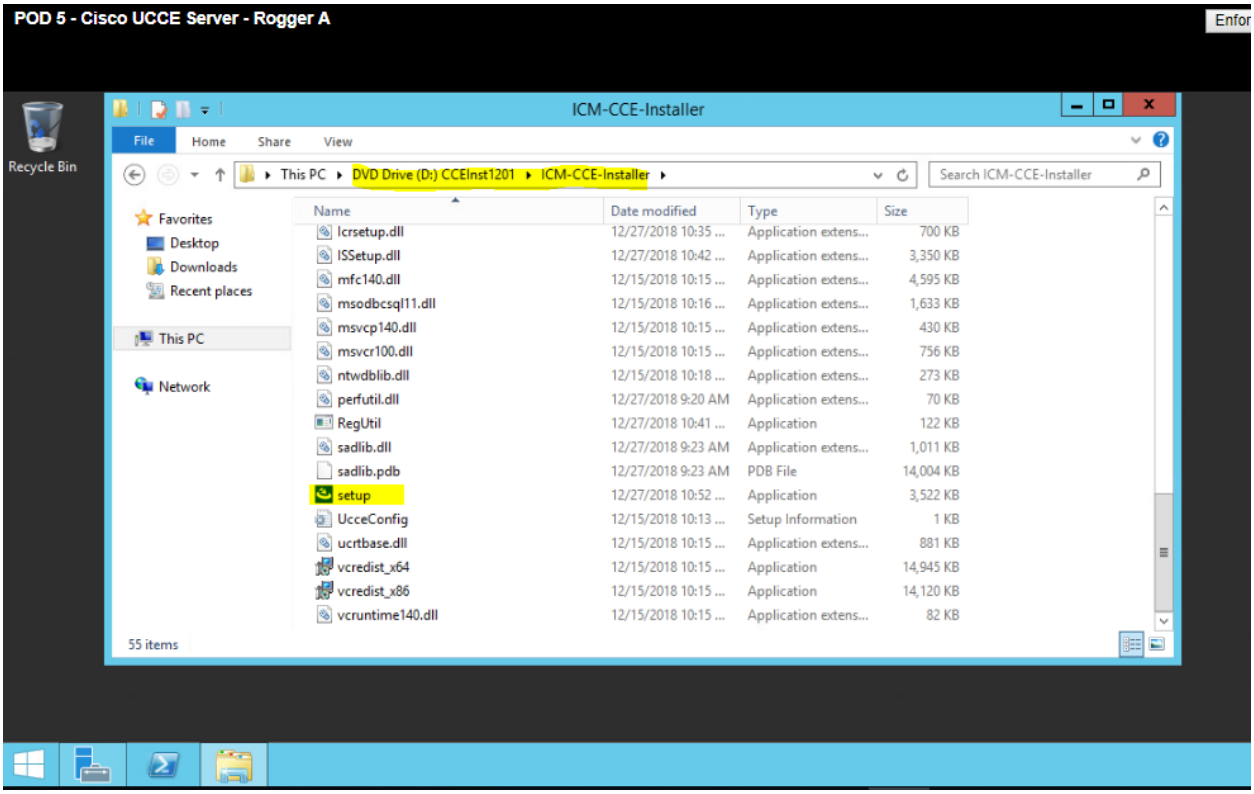


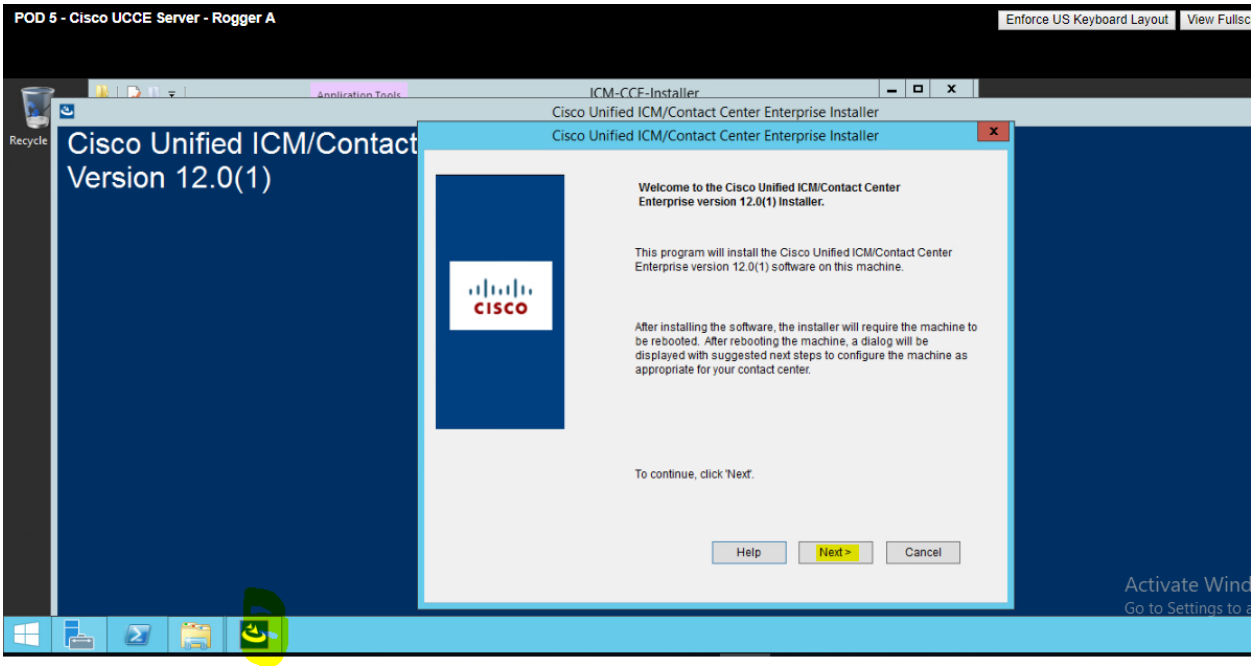

vmware vSphere Web Client
Updated at 6:29 PM
Launch vSphere Client (HTML5)
Administrator@VOICEBOOTCAMP.COM
Navigator
vctango.voicebootcamp.com
Corporate DataCenter
POD 1 Datacenter
POD 2 Datacenter
POD 3 Datacenter
POD 4 Datacenter
POD 5 Datacenter
POD 5 Cluster
142.15.64.201
142.15.64.202
142.15.64.203
142.15.64.204
POD 5 - Cisco UCCE Server - Active Directory
POD 5 - Cisco UCCE Server - Rogger A
POD5 - Windows Server 2012R2 - Template
POD 6 Datacenter
POD 7 Datacenter
POD 8 Datacenter
POD 9 Datacenter
xPOD 10 Datacenter
POD 5 - Cisco UCCE Server - Rogger A - Edit Settings
Virtual Hardware
VM Options
SDRS Rules
vApp Options
Select File
Datastores
pod5_H1_L_dsB
pod5_H1_L_dsA
POD5-Storage
ISO-StorageA (1)
vmimages
Contents
UCSInstall_VVB_12_0_1_UCOS_12.0.1.10000-17.sgn.iso
CCEInst1201.iso
UCSInstall_CUIC_12_0_1_UCOS_12.0.1.10000-48.sgn.iso
ECE_12_Fresh.iso
UCSInstall_CCP_SocialMiner_12_0_1_UCOS_12.0.1.100...
ECE_12_Upgrade.iso
UnifiedCVP_Installer_12_0_1_Build_229.iso
UCSInstall_FINESSE_12.0.1.10000-17.sgn.iso
CUIC_12.0.1_Reports.iso
UCCMP.12.0.6921.5017.iso
Folder/File:
[ISO-StorageA (1)] Cisco UCCE Software/12.0/CCEInst1201.iso
File Type:
ISO Image (*.iso)
OK
Cancel
New device:
------- Select -------
Add
Compatibility: ESXi 6.0 and later (VM version 11)
OK
Cancel

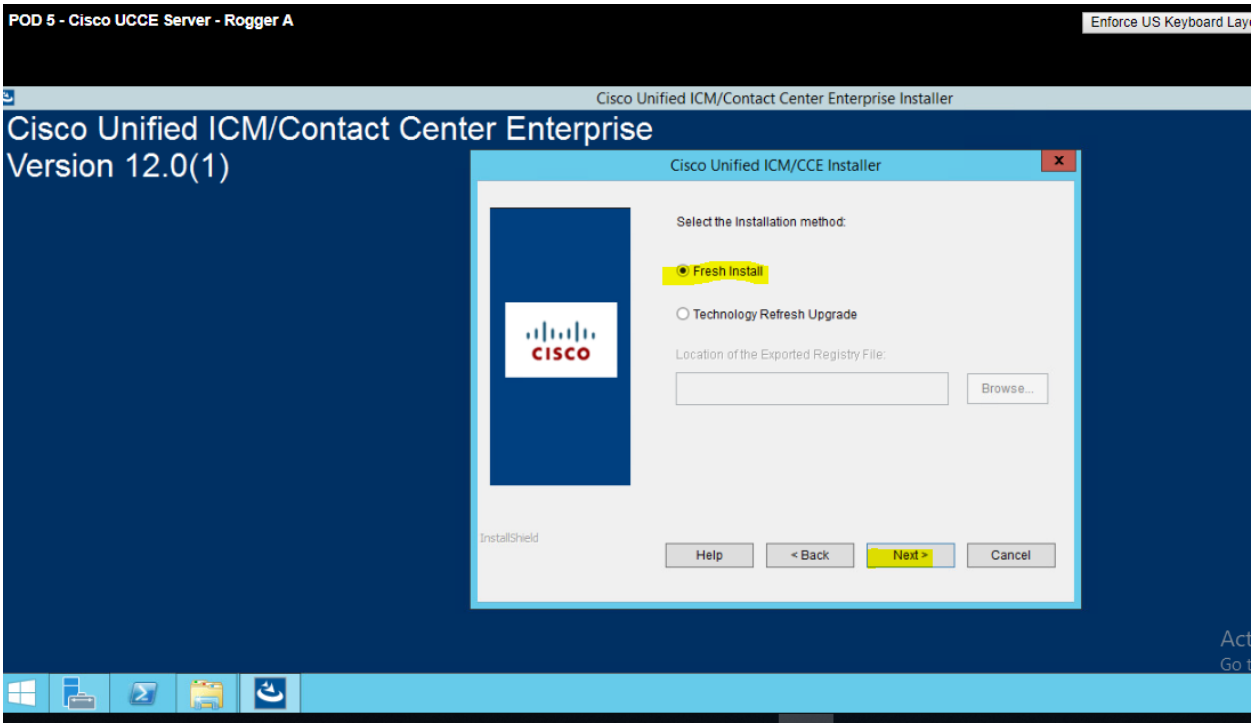

vmware vSphere Web Client
Updated at 6:29 PM
Launch vSphere Client (HTML5)
Navigator
vctango.voicebootcamp.com
Corporate DataCenter
POD 1 Datacenter
POD 2 Datacenter
POD 3 Datacenter
POD 4 Datacenter
POD 5 Datacenter
POD 5 Cluster
142.15.64.201
142.15.64.202
142.15.64.203
142.15.64.204
POD 5 - Cisco UCCE Server - Active Directory
POD 5 - Cisco UCCE Server - Rogger A
POD5 - Windows Server 2012R2 - Template
POD 6 Datacenter
POD 7 Datacenter
POD 8 Datacenter
POD 9 Datacenter
xPOD 10 Datacenter
POD 5 - Cisco UCCE Server - Rogger A - Edit Settings
Virtual Hardware
VM Options
SDRS Rules
vApp Options
CPU
4
Memory
6144
MB
Hard disk 1
80
GB
Hard disk 2
438
GB
SCSI controller 0
LSI Logic SAS
Network adapter 1
VM Network
Connect...
Network adapter 2
VM Network
Connect...
*CD/DVD drive 1
Datastore ISO File
Status
Connect At Power On
CD/DVD Media
[ISO-StorageA (1)] Cisco U
Browse...
Device Mode
Emulate CD-ROM
Virtual Device Node
SATA controller 0
SATA(0:0)
Floppy drive 1
Client Device
Connect...
Video card
Specify custom settings
SATA controller 0
VMCI device
Other Devices
New device:
------- Select -------
Add
Compatibility: ESXi 6.0 and later (VM version 11)
OK
Cancel

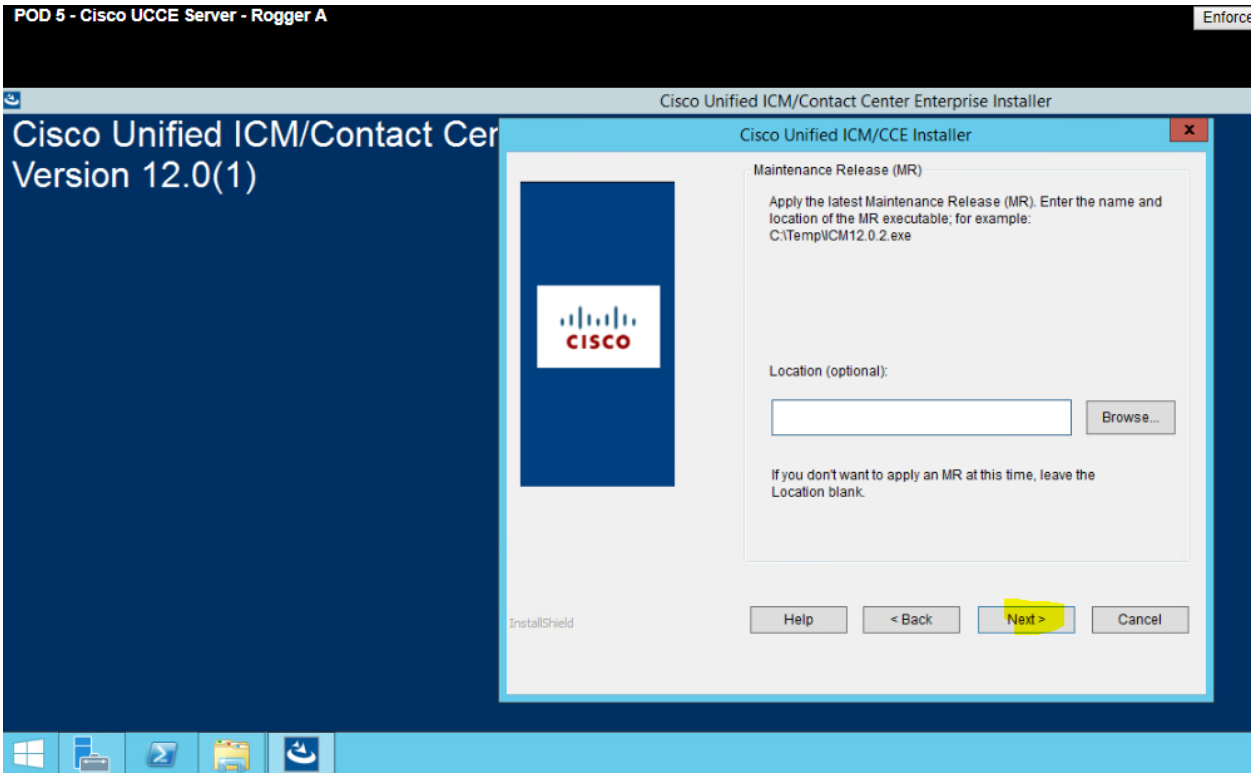

POD 5 - Cisco UCCE Server - Rogger A
Recycle Bin
This PC
File
Computer
View
This PC
Search This PC
Favorites
Desktop
Downloads
Recent places
This PC
Network
Folders (6)
Desktop
Documents
Downloads
Music
Pictures
Videos
Devices and drives (3)
Floppy Disk Drive (A:)
Local Disk (C:)
63.2 GB free of 79.6 GB
DVD Drive (D:) CCEInst1201
0 bytes free of 1.02 GB
CDFS
DVD-ROM
9 items

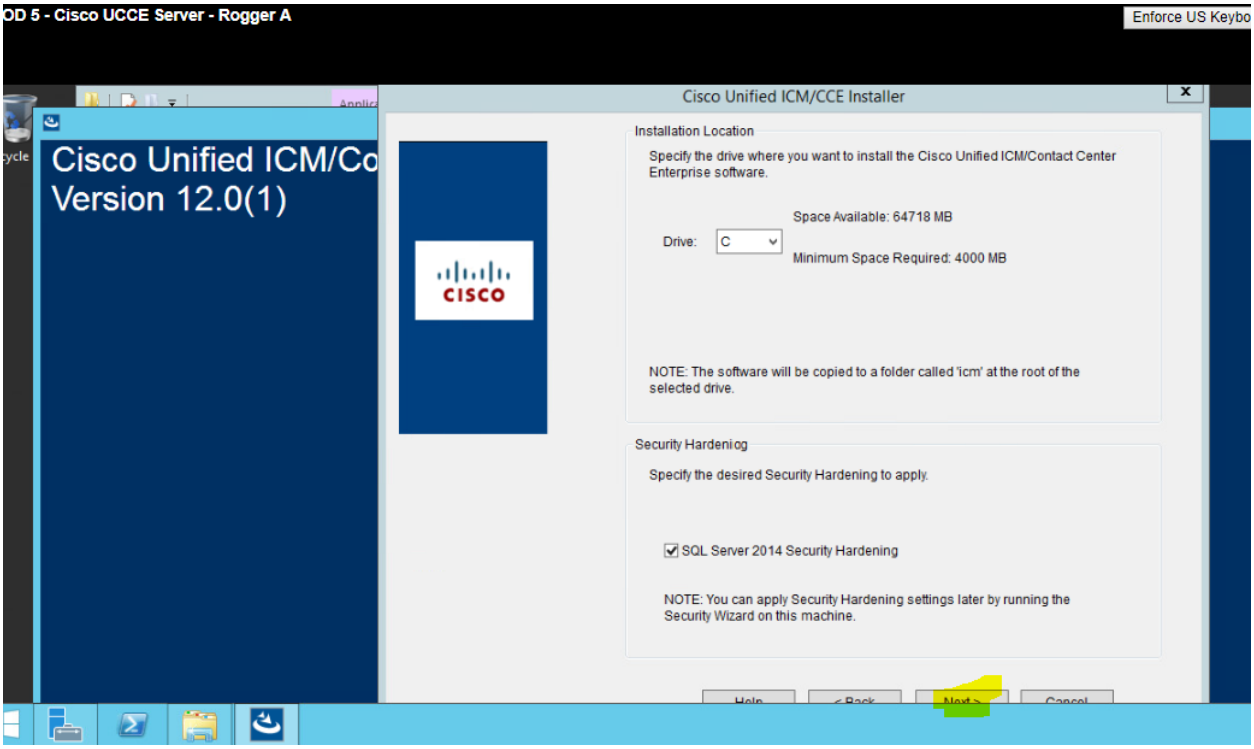

POD 5 - Cisco UCCE Server - Rogger A
Recycle Bin
Drive Tools
DVD Drive (D:) CCEInst1201
File
Home
Share
View
Manage
This PC
DVD Drive (D:) CCEInst1201
Search DVD Drive (D:) CCEInst...
Favorites
Desktop
Downloads
Recent places
This PC
Network
Name
Date modified
Type
Size
Files Currently on the Disc (4)
AdminClientInstaller
12/27/2018 10:53 ...
File folder
DomainManager
12/27/2018 9:25 AM
File folder
ICM-CCE-Installer
12/27/2018 10:53 ...
File folder
bld01073.ver
12/27/2018 9:16 AM
VER File
1 KB
4 items

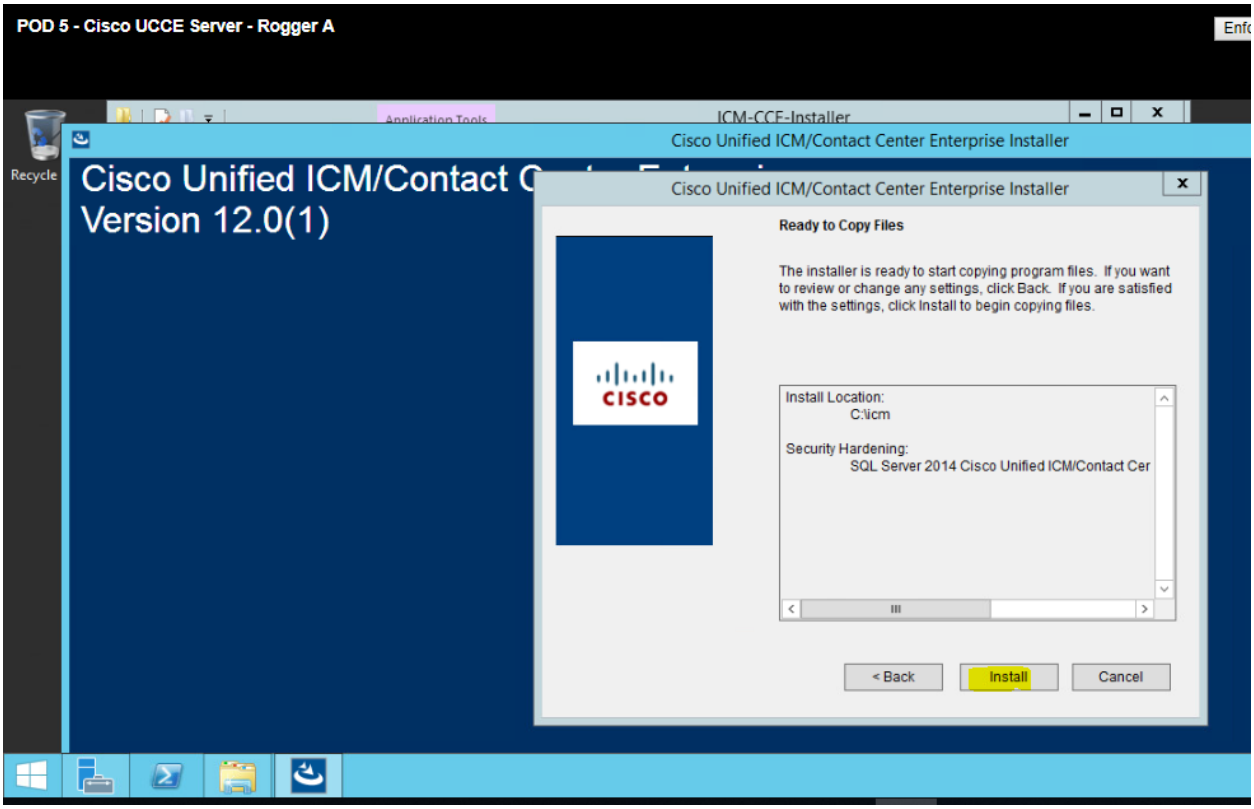

POD 5 - Cisco UCCE Server - Rogger A
Recycle Bin
ICM-CCE-Installer
File
Home
Share
View
This PC
DVD Drive (D:) CCEInst1201
ICM-CCE-Installer
Search ICM-CCE-Installer
Favorites
Desktop
Downloads
Recent places
This PC
Network
Name
Date modified
Type
Size
lcrsetup.dll 12/27/2018 10:35 ... Application extens... 700 KB
ISSetup.dll 12/27/2018 10:42 ... Application extens... 3,350 KB
mfc140.dll 12/15/2018 10:15 ... Application extens... 4,595 KB
msodbcsql11.dll 12/15/2018 10:16 ... Application extens... 1,633 KB
msvcp140.dll 12/15/2018 10:15 ... Application extens... 430 KB
msvcr100.dll 12/15/2018 10:15 ... Application extens... 756 KB
ntwdblib.dll 12/15/2018 10:18 ... Application extens... 273 KB
perfutil.dll 12/27/2018 9:20 AM Application extens... 70 KB
RegUtil 12/27/2018 10:41 ... Application 122 KB
sadlib.dll 12/27/2018 9:23 AM Application extens... 1,011 KB
sadlib.pdb 12/27/2018 9:23 AM PDB File 14,004 KB
setup 12/27/2018 10:52 ... Application 3,522 KB
UcceConfig 12/15/2018 10:13 ... Setup Information 1 KB
ucrtbase.dll 12/15/2018 10:15 ... Application extens... 881 KB
vcredist_x64 12/15/2018 10:15 ... Application 14,945 KB
vcredist_x86 12/15/2018 10:15 ... Application 14,120 KB
vcruntime140.dll 12/15/2018 10:15 ... Application extens... 82 KB
55 items

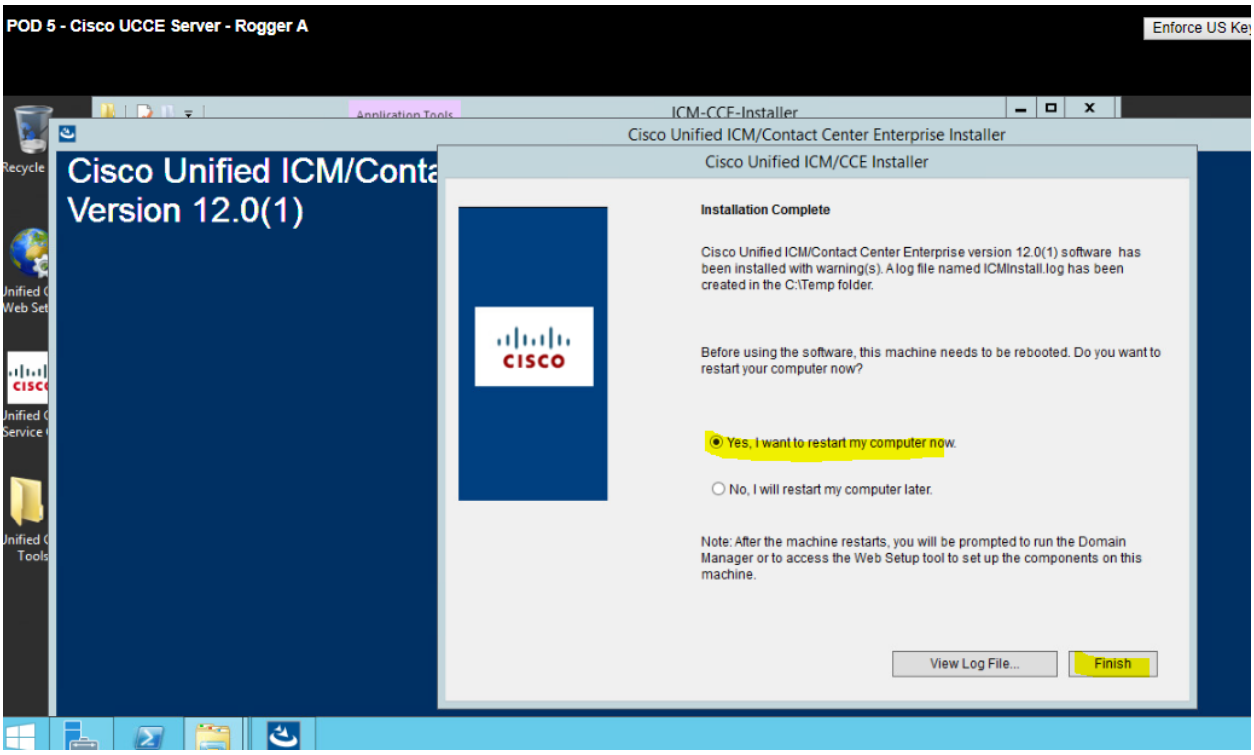

POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
Recycle
ICM-CCE-Installer
Cisco Unified ICM/Contact Center Enterprise Installer
Cisco Unified ICM/Contact
Version 12.0(1)
Cisco Unified ICM/Contact Center Enterprise Installer
Welcome to the Cisco Unified ICM/Contact Center Enterprise version 12.0(1) Installer.
This program will install the Cisco Unified ICM/Contact Center Enterprise version 12.0(1) software on this machine.
After installing the software, the installer will require the machine to be rebooted. After rebooting the machine, a dialog will be displayed with suggested next steps to configure the machine as appropriate for your contact center.
To continue, click 'Next'.
Help
Next >
Cancel

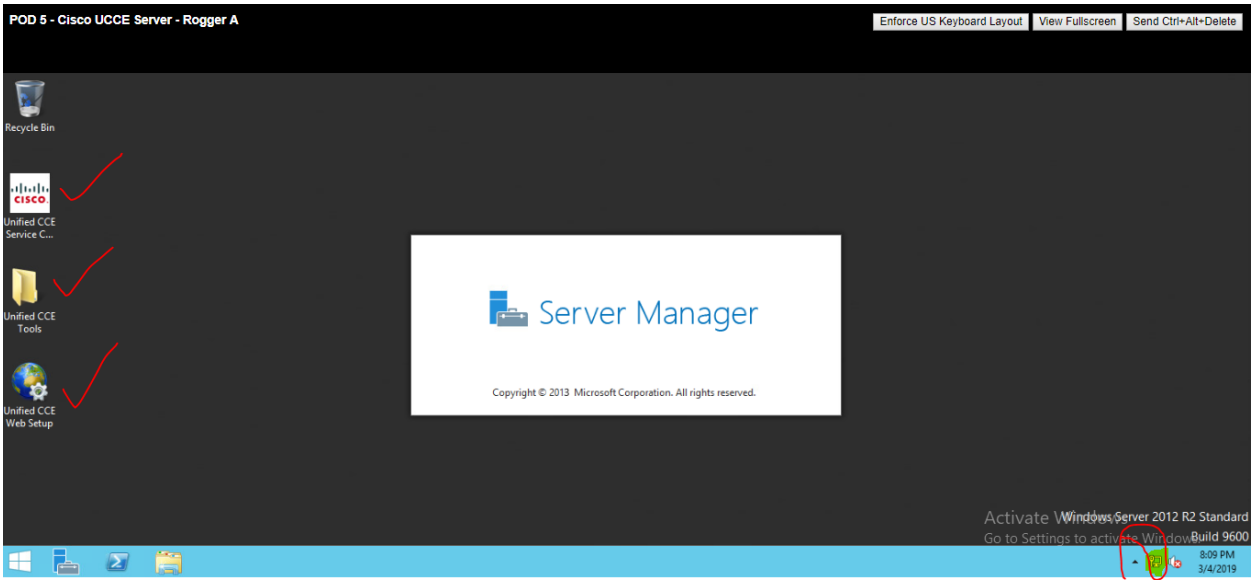

POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Lay
Cisco Unified ICM/Contact Center Enterprise Installer
Cisco Unified ICM/Contact Center Enterprise
Version 12.0(1)
Cisco Unified ICM/CCE Installer
Select the Installation method:
Fresh Install
Technology Refresh Upgrade
Location of the Exported Registry File:
Browse...
InstallShield
Help
< Back
Next >
Cancel


POD 5 - Cisco UCCE Server - Rogger A
Enforce
Cisco Unified ICM/Contact Center Enterprise Installer
Cisco Unified ICM/Contact Cer
Version 12.0(1)
Cisco Unified ICM/CCE Installer
Maintenance Release (MR)
Apply the latest Maintenance Release (MR). Enter the name and location of the MR executable; for example: C:\Temp\ICM12.0.2.exe
Location (optional):
Browse...
If you don't want to apply an MR at this time, leave the Location blank.
InstallShield
Help
< Back
Next >
Cancel


OD 5 - Cisco UCCE Server - Rogger A
Enforce US Keybo
Cisco Unified ICM/Co
Version 12.0(1)
Cisco Unified ICM/CCE Installer
Installation Location
Specify the drive where you want to install the Cisco Unified ICM/Contact Center Enterprise software.
Drive:
C
Space Available: 64718 MB
Minimum Space Required: 4000 MB
NOTE: The software will be copied to a folder called 'icm' at the root of the selected drive.
Security Hardening
Specify the desired Security Hardening to apply.
SQL Server 2014 Security Hardening
NOTE: You can apply Security Hardening settings later by running the Security Wizard on this machine.
Help
< Back
Next >
Cancel


POD 5 - Cisco UCCE Server - Rogger A
Recycle
Cisco Unified ICM/Contact C
Version 12.0(1)
ICM-CCE-Installer
Cisco Unified ICM/Contact Center Enterprise Installer
Cisco Unified ICM/Contact Center Enterprise Installer
Ready to Copy Files
The installer is ready to start copying program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Install to begin copying files.
Install Location:
C:\icm
Security Hardening:
SQL Server 2014 Cisco Unified ICM/Contact Cer
< Back
Install
Cancel


POD 5 - Cisco UCCE Server - Rogger A
Enforce US Key
ICM-CCE-Installer
Cisco Unified ICM/Contact Center Enterprise Installer
Cisco Unified ICM/CCE Installer
Cisco Unified ICM/Conta
Version 12.0(1)
Installation Complete
Cisco Unified ICM/Contact Center Enterprise version 12.0(1) software has been installed with warning(s). A log file named ICMInstall.log has been created in the C:\Temp folder.
Before using the software, this machine needs to be rebooted. Do you want to restart your computer now?
Yes, I want to restart my computer now.
No, I will restart my computer later.
Note: After the machine restarts, you will be prompted to run the Domain Manager or to access the Web Setup tool to set up the components on this machine.
View Log File...
Finish


POD 5 - Cisco UCCE Server - Rogger A
Enforce US Keyboard Layout
View Fullscreen
Send Ctrl+Alt+Delete
Recycle Bin
Unified CCE Service C...
Unified CCE Tools
Unified CCE Web Setup
Server Manager
Copyright © 2013 Microsoft Corporation. All rights reserved.
Activate Windows
Go to Settings to activate Windows.
Windows Server 2012 R2 Standard
Build 9600
8:09 PM
3/4/2019