



Unified CCX Administration Web Interface

The Unified CCX provides a multimedia (voice, data, and web) IP-enabled customer-care application environment, using VoIP technology that allows your Cisco Unified Communications network to share resources with your data network.

You can then use a web browser located on any computer on the IP network to configure and administer your applications with the Unified CCX Administration web interface.



Note Support for high availability and remote servers is available only in multiple-server deployments.

The Unified CCX Administration web interfaces (Cisco Unified CCX Administration and Cisco Unified CCX Serviceability) allows you to:

- Configure and monitor overall system functions, applications, and subsystems
- Access a wide variety of system tools
- Perform many other administrative tasks

The following sections provide more information about the Unified CCX Administration web interface:

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Access Unified CCX Administration Web Interface

The web pages of the Unified CCX Administration web interface allow you to configure and manage the Unified CCX system and its subsystems.

Use the following procedure to browse into the server and log in to Unified CCX Administration web interface.

Procedure

- Step 1** Open the Unified CCX Administration Authentication page from a web browser on any computer on your network and enter the following case-sensitive URL:
- ```
https://<servername>/appadmin
```
- In this example, replace <servername> with the hostname or IP address of the required Unified CCX server. A Security Alert dialog box is displayed.
- Step 2** Click the appropriate button.
- The Authentication page appears.
- Note**
- Ensure that Cisco Tomcat and Cisco Unified Cluster View Daemon services are running before you log in to the Unified CCX Administration using the URL in Step 1.
  - Verify that the popup blocker is disabled if you are using Microsoft Internet Explorer Version 6.0 or later or Mozilla Firefox Version 2.0 or 3.0 browser.
  - Enable the compatibility mode if you are using Microsoft Internet Explorer Version 11.0.
- Tip** Add the IP address of the Unified CCX server to the "Compatibility View Settings," to enable the compatibility mode in Microsoft Internet Explorer Version 11.0.
- Step 3** On the main Cisco Unified CCX Administration web page, enter your Unified CCX username and password.
- Note** If you are accessing Unified CCX for the first time, enter the Application User credentials that are specified during installation of the Unified CCX. See the *Cisco Unified Contact Center Express Install and Upgrade Guide* for further instructions.
- User IDs are case-sensitive when logging into the Unified CCX Administration web interface. To make them case-insensitive, you must install 12.5(1) SU1 ES02.
- Step 4** Click **Login**.
- A web page opens listing information about Cisco Unified CCX Administration and the Cisco Unified CCX Administration menu bar appears at the top of the page.

- Note**
- Unified CCX Administration detects web-based cross-site request forgery attacks and rejects malicious client requests. It displays the error message, "The attempted action is not allowed because it violates security policies."
  - Avoid using multiple sessions of the Unified CCX Administration at the same time.
  - To log in again to the Cisco Unified CCX Administration after you clicked **Logout** click the link, **Click here to log in again**.
  - For a complete logout from all applications, sign out of the respective applications and close the browser window. In a Windows desktop, you may achieve this by logging out of the Windows account. In a Mac desktop, you may quit the browser application.
  - Single Sign-On enabled agents have the risk of others misusing their account. If the browser is not closed completely the **Click here to log in again** link does not require the agent to enter credentials to log in to the application.
  - The Unified CCX Administration interface and the Unified CCX User Options (appuser) web interface should not be logged in to the same window on different tabs.
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## Cisco Unified CCX Administration Menu Bar and Menus

The Cisco Unified CCX Administration menu bar appears at the top of every web page of the Unified CCX Administration web interface. You begin every Unified CCX configuration and administration task by choosing a menu and submenu option from the menu bar.

The Cisco Unified CCX Administration menu bar contains the following menu options:

- **System**—Contains options for configuring new servers in the cluster, Unified CM information, language information, changing system parameters, custom file configuration, standalone CUIC configuration, adding or displaying licenses, and single sign-on.
- **Applications**—Contains options for managing applications, scripts, prompts, grammars, documents, and AAR files.
- **Subsystems**—Contains options for configuring parameters for the subsystems that are licensed for your Unified CCX server. Your Subsystems menu may include submenu options for one or more of the following subsystems: Unified CM Telephony, Unified CCX, Database, HTTP, Chat and Email, CiscoMedia, MRCP Automatic Speech Recognition (ASR), and MRCP Text-To-Speech (TTS).
- **Wizards**—Contains options that provide access to the following wizards of your Unified CCX server: Application and RmCm.
- **Tools**—Contains options that allow you to access system tools such as Plug-ins, Real-Time Reporting, Real-Time Snapshot Config. You can also assign access levels to administrators and supervisors and reset passwords.
- **Help**—Provides access to online help for Unified CCX.

# Cisco Unified CCX Administration Navigation

After you log in, the main Cisco Unified CCX Administration web page appears.



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**Note** The minimum supported screen resolution specifies 1024 x 768. Devices with lower screen resolutions may not display the applications correctly.

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The choices in the drop-down list include the following Cisco Unified CCX Administration applications:

- **Cisco Unified CCX Administration** — Uses Cisco Unified CCX Administration to configure system parameters, subsystems, wizards, and much more.
- **Cisco Unified CCX Serviceability** — Takes you to the main Cisco Unified CCX Serviceability web page that is used to configure trace files, alarms, and to activate and deactivate services.
- **Cisco Finesse Administration** — Uses Cisco Finesse Administration to configure system settings in Cisco Finesse.
- **Cisco Unified Serviceability** — Takes you to the main Cisco Unified Serviceability web page that is used to save alarms and traces for troubleshooting, provide alarm message definitions, activate and deactivate services and so on.
- **Cisco Unified OS Administration** — Takes you to the main Cisco Unified OS Administration web page, so that you can configure and administer the Cisco Unified Communications platform.
- **Disaster Recovery System** — Takes you to the Cisco Disaster Recovery System, a program that provides data backup and restore capabilities for all servers in a Cisco Unified CCX Administration cluster.
- **Cisco Identity Service Management** - Takes you to the Identity Service Management page where the Identity Service configurations can be done.

You can log in to Cisco Unified CCX Administration either as an administration user or an application user.



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**Note** An administration user is an end user that is configured on the Unified CM with Administrator capability in Unified CCX.

An application user is a user that is configured during the installation of Unified CCX having administrator capability by default.

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If you log in as an Administrator, you can access the following applications that display in the navigation drop-down list in the top right corner of the Administration menu bar:

- Cisco Unified CCX Administration
- Cisco Unified CCX Serviceability
- Cisco Finesse Administrator
- Cisco Identity Service Management

If you log in as an application user, you can seamlessly traverse between the Unified CCX web applications as well as the Cisco Identity Service Management and Cisco Unified Serviceability without logging in again.



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**Note** For security purposes, Cisco Unified CCX Administration and Cisco Unified CCX Serviceability logs you out after a configured session timeout for an inactive session and you must log back in. This session timeout can be configured using the platform based command line interface command **set webapp session timeout**. For more information on this command, see *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

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**Note** An application user can log in to these four Unified CCX web applications even when Unified CM is down.

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To access these applications from Cisco Unified CCX Administration, you must first choose the desired application from the navigation drop-down list in the upper right corner and click **Go**.



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**Note** Cisco Finesse Administration Console opens in a new tab or in a new window based on the browser settings.

To log in to Cisco Finesse Administration, you must be a user with administrator privileges.

When the Cisco Tomcat service is down on any of the Unified CCX nodes, you will not be able to launch Cisco Unified CCX Administration from any of the Unified CCX nodes; therefore, you will not be able to launch the Cisco Finesse Administration from within it.

In that case, you can launch the Cisco Finesse Administration directly from the browser.

To launch the Finesse Administration Console, direct your browser to `https://FQDN:8445/cfadmin`, where *FQDN* is the fully-qualified domain name of the server.

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You can access the following platform-based web applications using the platform user credentials as configured during installation of Unified CCX:

- Cisco Unified Operating System Administration
- Disaster Recovery System

## Unified CCX Configuration Web Pages

When you choose any menu and submenu option from the Unified CCX Administration menu bar, a configuration or administration web page opens. Use this web page to continue your configuration or administration task.

In some cases, you will perform your configuration or administration task on this one web page.

In other cases, the web page that first opens when you choose a submenu item leads to a series of web pages. For example, the Unified CM Telephony Call Control Group Configuration web page contains both a tool bar in the top with a few icons that link to other web pages and a configuration area.

The following table describes the **Refresh All** button and the **Copy**, **Delete**, and **Refresh** icons that are found on several Unified CCX web pages.

| Icon/Button | Description                                                                                                                                                                                       |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Copy        | Click this icon to copy the information in that specific row.<br><br><b>Note</b> When you click <b>Copy</b> , the web page displays the copied configuration so you can make changes, if desired. |
| Delete      | Click this icon to delete the information in that specific row.                                                                                                                                   |
| Refresh     | Click this icon to refresh the information in that specific row.                                                                                                                                  |
| Refresh All | Click this button to refresh the information listed on this page.                                                                                                                                 |

## Details for Advanced Configuration

In Unified CCX Administration web interface, advanced configuration with **Show More** and **Show Less** options exists. On the applicable pages, all configuration details can be displayed or minimised based on user preferences and requirements.

A page by default displays fewer parameters. Parameters configured with default values and not requiring modification or user input are now available in the advanced configuration section. You can access this advanced configuration section by clicking the **Show More** button at the bottom of the page. When you click this button, the extra parameters become visible and the button changes to **Show Less**. When you click **Show Less**, the page reverts to its original list of parameters.



**Note** If you are using Unified CCX with Cisco Contact Center Gateway solution, see the *Cisco IPCC Gateway Deployment Guide for Cisco Unified ICME/CCE/CCX*. The instructions for configuring Unified CCX with that solution differs from what is described in this guide. The Unified Gateway provides for the integration of the Unified ICME system with Unified CCX by way of Unified Gateway. For more information, see the *Cisco Unified Contact Center Enterprise Install and Upgrade* guides available at [https://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_installation\\_guides\\_list.html](https://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html). The Unified Gateway is a Peripheral Gateway (PG), which you configure on the Unified ICME software.

## Toolbar and Buttons

On the top left toolbar of many web pages, you will find an **Add New** icon and the same **Add New** will also be displayed as a button at the bottom of the web page.

For example, the Unified CM Telephony Call Control Group Configuration web page contains **Add New** and **Refresh All** icons on the top left toolbar and the same are displayed as buttons at the bottom of the web page. When you click the **Add New** icon or button, another Unified CM Telephony Call Control Group Configuration web page opens. Use this area to add a new Unified CM Telephony Call Control Group.

Many web pages contain icons or buttons that perform a variety of functions. For example, the **Refresh All** button on the Unified CM Telephony Call Control Group Configuration web page refreshes all the Unified CM Telephony call control group configurations in the Unified CCX server.

A few web pages (for example, **Subsystems > Database > Parameters** page) also contain a **Reset to Default** icon and button. This allows you to revert to the software set defaults for each parameter on this page.

## Application and RmCm Wizards

In Unified CCX, two wizards are available in the main menu: the Application Wizard and the RmCm Wizard.

To improve the usability and configuration process, these wizards take you through the configuration pages in the required order and help ease the configuration process for these two features. You can access these wizards from a new main menu option called **Wizards**.

