PostInstallation Tasks

Access Unified CCX Administration web interface to perform initial system configurations after you install Unified CCX.

Configure First Node

Before You Begin

Verify that the following users are added in Unified Communications Manager application:

- Unified CM Users - These are end users in Unified Communications Manager that are assigned in Unified CCX as administrators. Using administrator credentials, you can login to the following components for Unified CCX:

    - Unified CCX Application Administration

    - Cisco Unified CCX Serviceability

    - Cisco Finesse Administration

    - Cisco Unified Intelligence Center Administration

These users are required to integrate Unified Communications Manager with Unified CCX. For information on adding Unified CM users, see topic "Adding Users to a User Group" under the "User Management Configuration" section and "User Group Configuration" sub section in the *Cisco Unified Communications Manager Administration Guide* at:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Procedure

Step 1 Log in to **Cisco Unified CCX Administration** page on the first node to initiate the configuration using the following URL format:

`http://<servername or IP address>/appadmin`

Note Use the credentials entered for Application User Name and Application User Password during installation.

Step 2 Follow instructions on the screen to complete the configurations.

Note Use the credentials of the Unified Communications Manager End User having administrator privileges in Unified CCX to configure the application users (AXL users).

What to Do Next

Add Second Node

Configure Second Node

Procedure

Step 1 Log in to Cisco Unified CCX Administration page of the second node to initiate the configuration.

Note Use the credentials entered for Application User Name and Application User Password during installation.

Step 2 In the **Welcome to Unified CCX Replication Wizard** page, enter values for all the fields and click **Next**.

Step 3 In the **Component Activation** page, wait until all the components get activated and then click **Next**.

If you have selected **Network Deployment Type** as LAN, the **Cisco Unified CCX Setup Result Information** page gets displayed.

Step 4 If you have selected **Network Deployment Type** as WAN, enter appropriate values in **Cisco Unified CM Configuration** page. Follow instructions on the screen to complete the configurations.

Switch Network Deployment from LAN to WAN

You can change a LAN-based two-node setup to work over WAN. To change the network deployment from LAN to WAN for a two-node setup, do the following:

Procedure

Step 1 Log in to the first node using the Unified CCX Administration web interface.

Step 2 Choose **System** > **Server**, and delete the second node from the list.

Step 3 Add the second node details again on the first node. See **Add Second Node**.

Step 4 Reinstall node 2. See **Install Unified CCX on Second Node**

Step 5 Configure the second node, and select the **Network Deployment Type** as WAN. See **Configure Second Node**.

Step 6 Add or configure new Unified Communications Manager Telephony Call Control Groups for the second node. For more information, see the "Unified CM Telephony Call Control Group configuration " section of the *Cisco Unified Contact Center Express Administration Guide*, available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Install Unified CCX Clients

Before You Begin

You must configure the DNS client on your local machine to access Unified CCX Editor.

If your local machine is not in the domain where Unified CCX resides, enter the hostnames in the local host file for the machines that house Unified CCX nodes.

Procedure

Step 1 Select **Tools** > **Plug-ins**.

Step 2 Select **Cisco Unified CCX Editor** to install Unified CCX Editor.

Step 3 Select **Cisco Unified Real-Time Monitoring Tool for Windows** or **Cisco Unified Real-Time Monitoring Tool for Linux** as required to install Unified RTMT.

What to Do Next

Add Second Node for high availability.