



System Menu

The System menu of the Unified CCX Administration system provides options for performing system-related tasks. Depending on the product package you purchased, the System menu contains some or all of the following menu options:

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Access Server Menu

Choose **System > Server** from the Cisco Unified CCX Administration menu bar to access the **List Servers** web page. Use the **List Servers** web page to view, add, remove, and view servers in the cluster.



Note Before installing Unified CCX on the second node, you must configure the second server using this procedure. Installation of second node will fail if you do not perform this configuration.

To view, modify, or delete the server configuration information of any server, click the respective hyperlink in the **Host Name/IP Address** field. The **Server Configuration** web page opens to display Host Name/IP Address, IPv6 Address (for dual IPv4/IPv6), MAC Address, and Description of the server. Update the values in the fields and click **Save** to save the changes. Click **Delete** to delete the configuration information of a server.



Note You cannot delete the publisher.

Configure Server

To configure a new server that needs to be added to form a Unified CCX cluster for a High Availability setup, complete the following steps.

Procedure

Step 1 Click the **Add New** icon in the toolbar in the upper left corner of the **List Servers** web page or the **Add New** button at the bottom of the **List Servers** web page to add the new server.

The Server Configuration web page appears.

- Note**
- The **Add New** button is disabled when two servers are added to the cluster in a High Availability setup.
 - A warning message appears when you click the **Add New** button without having a High Availability license.

Step 2 Complete the following fields:

Field	Description
Host Name/IP Address	Hostname or IP address of the server that you want to add.
IPv6 Address (for dual IPv4/IPv6)	IPv6 address of the server that you want to add. Note This field is required only when IPv6 is enabled on the Unified CCX server.
MAC Address	MAC address of the server that you want to add.
Description	Description of the server that you want to add.

Step 3 Click **Add** to add details of the new server.

Configure IPv6 Address

Follow this procedure to configure IPv6 addressing.

Procedure

Step 1 On the **List Servers** page, click on the server name link to edit the server details.

The **Server Configuration** web page opens.

Step 2 Enter the IPv6 address or remove it in the **IPv6 Address (for dual IPv4/IPv6)** field.

Step 3 Click **Save** to add the IPv6 address.

What to do next

Login to **Cisco Unified CCX Serviceability** page and click **Tools>Control Center - Network Services**. Restart the **Cisco Unified Intelligence Center Reporting** service.



Note Eventhough the CTI ports are registered with dual stack or only with IPv6, this is displayed as IPv4 in the Call Manager.

Unified CM Configuration

Choose **System > Unified CM Configuration** from the Unified CCX Administration menu bar to access the Unified CM Configuration web page.

Use the Unified CM Configuration web page to update the following information:

- The Unified CM AXL provider used for Unified CCX AXL requests for agent authentication and SQL queries.
- The Unified CM JTAPI provider used by the Unified CCX Engine Unified CM Telephony subsystem to control and monitor CTI ports and route points.
- The Unified CM RmCm -JTAPI provider used by the Unified CCX Engine RmCm subsystem to control and monitor the agent phones and extensions.

Recording Configuration

Use the Recording Configuration web page to configure the host names, user name, and password to connect to the recording server such as Cisco MediaSense.

You must configure recording server details in Unified CCX so that supervisors can search and play recordings based on various filter criteria.

Choose **System > Recording Configuration** from the Unified CCX Administration menu bar to access the Recording Configuration web page.

This web page displays currently configured recording server details.



Note User name must be a MediaSense API user. API user name is a Unified CM end user, who is configured in Cisco MediaSense as a MediaSense API user.

For information about Cisco MediaSense API User Configuration, see MediaSense Installation and Administration guide at https://www.cisco.com/en/US/products/ps11389/tsd_products_support_series_home.html.

Custom File Configuration

Use the Custom Classes Configuration web page to specify the classpath for custom classes.

Choose **System > Custom File Configuration** from the Unified CCX Administration menu bar to access the Custom Classes Configuration area.


Note

Restart Unified CCX engine and Unified CCX administration services to use the custom files in scripts.

Standalone Cisco Unified Intelligence Center Configuration

To access the Cisco Unified Intelligence Center standalone configuration webpage, perform the following steps:

Procedure

- Step 1** Click **System > Standalone CUIC configuration** for configuring standalone CUIC.
- Step 2** Enter FQDN (Fully Qualified Domain Name), DataSource Name, Username, and Password of standalone CUIC.
- Step 3** Click **Save**.
A Status message will be displayed.

Note Asterisk (*) indicates the required fields.

If the configuration is successful, a status message will be displayed. If the configuration is not successful, an error message will be displayed. This can be due to:

- An error in input validation (DataSource Name, Username or Password).
- A failure in connectivity between the CUIC and the Unified CCX servers.


Note

The user name of the data source configured in standalone Cisco Unified Intelligence Center will be modified to **uccxhrc** after a Unified CCX failover. This is an expected behavior and will not have any impact on the execution of reports from standalone Cisco Unified Intelligence Center.

License Information

Use this page to select the appropriate Unified CCX license. Select one of the following and click **Next**.

- **Smart Licensing**- Smart licensing is a cloud-based software license management solution that enables you to automate time-consuming and manual licensing tasks. This solution allows you to easily track the status of your license and software usage trends. This solution helps simplify the following core functions:

- Purchasing
- Management
- Reporting

- **Classic Licensing**



Note By default, **Smart Licensing** is selected.

Add Licenses

From the Unified CCX Administration menu bar:

Procedure

- Step 1** Choose **System > License Information > Add License(s)**.
The License Information web page displays.
- Step 2** In the License File field, enter the path for the license file or click **Browse** to locate the license file. Select the required license file and click **Open**.
Use this page to specify a license file and upload it to Unified CCX.

Display Licenses

From the Unified CCX Administration menu bar:

Procedure

Choose **System > License Information > Display License(s)**.

The License Information web page opens, displaying the details of the Configured License such as the license type, number of IVR ports, number of seats, maximum number of agents, and so on.

Note The License Information page displayed on click of **Display License(s)** menu option will also specify the expiry date in case of time-bound licenses.

For Unified CCX, if you have a premium license with an outbound license, this web page will display:

- The number of licensed IVR ports and dedicated IVR ports for IVR outbound.

- The number of licensed agent seats and concurrent agent seats for progressive and predictive agent outbound.

Note The number of In Use IVR ports and In Use agent seats are displayed only for the master node.

Language Information

Customized Unified CCX languages such as American English, Canadian French, and so on are installed with Unified CCX.

Use the Languages Configuration web page to:

- Enable languages that can be used to play prompts and grammars through Cisco Unified IP IVR.

Choose **System > Language Information** from the Cisco Unified CCX Administration menu bar to access the Languages Configuration web page. The Languages Configuration web page opens to display the following fields and buttons.

Field	Description
IVR Language Configuration	
Language	Language that you wish to use with Unified IP IVR. You can select the language from the drop-down list. You can also specify the group and country-specific information for the language by selecting the desired radio button and check box respectively. Some languages have only one choice. US English (en_US) is the default.
Default IVR Language Configuration	
Default Language	System default language setting, which could be either one of the selected IVR languages or country-specific or a user-defined language entered using the Edit button. This is a mandatory field and you can choose from the drop-down list. Click Edit to add a new Language option. Default: English (United States) [en_US]

Logout Menu

To exit Unified CCX Administration without closing your web browser, you can perform one of the following:

- Choose **System > Logout** from the Unified CCX Administration menu bar.
- Click the **Logout** link displayed in the top right corner of any Cisco Unified CCX Administration web page.

The system logs you out of Unified CCX and displays the Unified CCX Authentication web page.

**Note**

You can also exit Unified CCX Administration by closing your web browser.

