



## Preface

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- [Change History](#), on page i
- [About This Guide](#), on page ii
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Obtaining Documentation and Submitting a Service Request](#), on page ii
- [Field Alerts and Field Notices](#), on page iii
- [Documentation Feedback](#), on page iii
- [Conventions](#), on page iii

## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of document		August, 2017
Added information for Outbound Option High Availability	Outbound Option	
Removed references to deprecated MIB objects	—	
SCCP references are removed.	—	
The section Cisco Discovery Protocol (CDP) MIB Subagent has been removed as it is no longer supported.	—	
Values were added for cccaComponentStatus.	CCCA MIB Component Table Objects	

## About This Guide

This document contains system diagrams, staging steps and sample test cases for supported models of Unified ICM/CCE. The supported models are:

- Dedicated Forest/Domain Model
- Child Domain Model
- Hosted Network Applications Manager (NAM)/ Customer ICM (CICM) Model



### Note

This document is for individuals responsible for staging deployments of Cisco contact centers. Individuals must be trained on the use and functions of Unified ICM/CCE as well as Microsoft Windows Server, Active Directory (AD), and DNS. This document does not provide detailed Cisco Unified Intelligent Contact Management Enterprise (Unified ICM), Hosted NAM/CICM, or Microsoft Windows Server specific information. You can find this information elsewhere in specific documentation from Cisco or Microsoft.

## Audience

Individuals utilizing this document must have knowledge and experience with the following tools/software/hardware to stage the system software as described in this document:

- Cisco Unified ICM Scripting and Configuration Tools
- Third-party software (if installed)
- Microsoft Windows Server and Windows Active Directory administration
- Microsoft SQL Server administration

## Related Documents

Document or Resource	Link
Cisco Unified Communications Manager	<a href="https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html</a>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

## Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in [www.cisco.com](http://www.cisco.com) and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

## Documentation Feedback

To provide comments about this document, send an email message to the following address: [contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com).

We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:               <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>

Convention	Description
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"><li>• For arguments where the context does not allow italic, such as ASCII output.</li><li>• A character string that the user enters but that does not appear on the window such as a password.</li></ul>