



Staging Prerequisites

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System Design Specification

Before you begin the Unified ICM staging process, ensure that a Unified ICM/Cisco Unified Contact Center Enterprise System Design Specification is created and approved.

Persons creating and approving this specification must be familiar with the following:

- Windows Operating System
 - AD
 - Security concepts
 - Network configuration and operation
- SQL Server
 - Enterprise Manager
 - Query Analyzer
 - SQL scripting
- Unified ICM/Cisco Unified Contact Center Enterprise
 - Unified ICM/Cisco Unified Contact Center Enterprise Nodes (Router, Logger, Administration & Data Server, PGs)
 - HDS Schema knowledge
 - Deployment models
 - The appropriate release of the *Unified CCE Solution Compatibility Matrix* and *Solution Design Guide for Cisco Unified Contact Center Enterprise*.

The System Design Specification must contain the following specifications:

- Description of Unified ICM Sites and Nodes
- Data Communications Infrastructure
- Event Notification and Remote Access Points
- Naming Conventions
- IP Addressing Scheme
- AD Plan, including:
 - AD Sites
 - Global Catalog Servers
 - Domain Controllers
 - Trust Relationships
 - Domain Members
 - Standalone Servers
 - Time Source
- DNS Plan (follow Microsoft Guidelines), including:
 - DNS Servers and Clients
 - DNS Forward and Reverse Lookup Zones and Records
- System Diagrams
- Configuration Settings, including:
 - Physical Controller IDs
 - Logical Controller IDs
 - Peripheral Controller IDs
- Third-party Host Forms – A section containing the detailed build information for each server containing the entries and values for fields which are different from defaults presented during third-party software installation and setup. Some examples of this information include: Network Card configuration and binding order, Drive Partitioning Information, System Properties, and passwords.

Platform Hardware and Software

During the System Design phase of the Unified ICM/CCE deployment, you define the hardware specifications, virtualization environment, and third-party software requirements. For supported third-party software, see the *Unified CCE Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>. For information about Unified ICM/CCE virtualized systems, see the *Virtualization for Unified Contact Center Enterprise* at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html.

Set Staging Environment

Procedure

- Step 1** Stage all computers in racks or on a work surface.
- Step 2** Ensure that all software CDs, driver software, and documentation are in the work area.
- Step 3** Ensure that you have all software license numbers available.
- Step 4** Ensure that the Unified ICM network is in place and tested.

Check that:

- All LAN switches are configured for required subnets per the System Design Specification
- All IP Routers are configured as required
- There is IP connectivity between all subnets
- Required Ethernet connections are in place between ICM software servers and LAN switches
- Required packet prioritization is configured on IP Routers

- Step 5** Ensure that assigned engineers follow the specifications in these documents:
- *Solution Design Guide for Cisco Unified Contact Center Enterprise* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>
 - *Virtualization for Unified Contact Center Enterprise* at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html
 - *Unified CCE Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>
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