



Preface

- [Change History](#), on page i
- [About This Guide](#), on page ii
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Communications, Services, and Additional Information](#), on page ii
- [Field Notice](#), on page iii
- [Documentation Feedback](#), on page iii
- [Conventions](#), on page iii

Change History

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

Change	See	Date
Initial Release of Document for Release 12.0(1)		January, 2019
Clarified behavior of Dialog ID in network transfer call flows.	Diagnosing Network Transfer Issues	
Restructured information on trace levels to remove unnecessary details.	Contact Center Trace Levels	
Added the MR PIM component to the EMS Log Compression section.	EMS Log Compression	
Added a note in GetTraceLevel for the minimum and default trace level for the CMS, CMSJServer, and ISE components.	GetTraceLevel	
Added information on tracing for Business Hours.	Set Router Tracing	
Added a new topic "Unified CCE Certificate Monitoring Service".	Unified CCE Certificate Monitoring Service	

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	https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.