Post Technology Refresh Configurations

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Packaged CCE 2000 Agents Deployment

Single-stage Configurations

Prerequisite:

Upload CA Certificates or import Self-signed Certificates Self-signed Certificates of upgraded components.

The following table outlines the post-upgrade configurations required for components.

Note

- If you have changed the IP address or hostname of a component, update the inventory for the respective component. For more information, see Update Inventory.
- If you have rebuilt components, follow the tasks detailed in the following table.

Sequence	Task
1	Update Inventory
2	Configure CCE Components, on page 3
3	Configure External HDS, on page 3 (optional)
4	Configure Customer Voice Portal, on page 4
5	Configure Cisco Unified Customer Voice Portal Reporting Server (optional)
6	Configure Cisco IOS Enterprise Voice Gateway
7	Email and Chat (optional)

Sequence	Task
8	Configure Cisco Finesse
9	Configure Cisco Unified Intelligence Center
10	Configure Cisco Identity Service
11	Configure Cisco Unified Communications Manager
12	Register with Cisco Smart Software Manager
13	Complete Upgrade on the Destination Server, on page 5
14	Synchronize Source Server to the Destination Server, on page 4

Update Inventory

After you perform a Technology Refresh upgrade, sign in to the **Unified CCE Administration** of Principal AW on the destination server. On the **Inventory** page, you can update the IP address or hostname, and choose to rebuild Virtual Machines (VMs) for the upgraded solution components. For more information, see Update IP Address or Hostname.

Note

- While you are updating the Inventory file, ensure to do the following:
  - If you are upgrading a hardware, update the VMWare ESXi server Side A host details (including HW layout) and Side B host details (without HW layout) in the VM_HOST machine type. This update has to be done along with other core machines.

    If you are upgrading a hardware from M4 Tested Reference Configuration to M5 Tested Reference Configuration, provide `M5TRC` as the HW layout. You can move from M3/M4 Tested Reference Configuration to M5 Tested Reference Configuration or Specification Based Configuration, but vice versa is not supported.
  - Update all Core machines with required details before updating Optional machines.
  - When you update the inventory for Rogger, AW-HDS-DDS, and PG, the Unified CCE services on these components get activated automatically.
  - Set the `isReinstalled` value to `yes` if you are setting up a new VM.
  - If you wish to use CUCM Publisher from the source server, you can either reuse the existing application user or create a new application user. To reuse the existing application user, provide the credentials of this user in the `connectionInfo` column while updating the `CCE_PG`. To create a new application user, provide a unique `userName` and `password`.
- Do not delete any components while the Technology Refresh upgrade is in progress.
- A banner appears on the **Overview** or **Inventory** page indicating that the Inventory has machines with IP address or hostnames not configured.
- A banner appears on the **Inventory** page when the hardware refresh is in progress, providing an option to `sync-all` and `cutover`. It indicates that all AWs and both sides of Rogger, Logger, and Router are configured with correct IP address or hostnames.

Configure CCE Components

The following table outlines the configuration tasks required for CCE components in Packaged CCE 2000 Agent deployments.

Sequence	Task
1	Configure SQL Server for CCE Components
2	Configure Cisco SNMP Setup for Rogger (optional)

Configure External HDS

The following table outlines the configuration tasks required for External HDS in Packaged CCE deployments.

Sequence	Task
1	Configure SQL Server for CCE Components
2	Cisco SNMP Setup

Configure Customer Voice Portal

The following table outlines the Cisco Unified Customer Voice Portal (CVP) configuration tasks for Packaged CCE 2000 Agents deployment.

Note The CVP configurations are site specific. Side A and Side B configurations per site must be the same.

Configuration Tasks
For CVP security details, see *Configuration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html
Configure SNMP

Solution Synchronization and Cutover

Synchronize Source Server to the Destination Server

During the staging and testing of the destination systems, the source servers continue to process calls. On the day of the cutover, the data in the destination servers can be updated with that of the source server, by running the EDMT tool on Logger, BA, AW, and HDS database on the destination servers.

This updates the database with production server schema version. However, due to the 12.5(1) database schema version being different from the production server schema version, the updated database is incompatible with 12.5(1). The administrator would have to manually use upgrade.exe utility to upgrade the database schema before starting the CCE Logger or Distributor service.

The utility is present in the `icm\bin` folder, and needs to be run against each of the database that was updated from the production server.

Perform the following steps to use the Upgrade.exe Utility:

`<Install Drive>: \icm\bin>upgrade.exe -s <Server Name> -d <Database name> -dt <Database Type> -i <Instance Name>` where <Database Type> - can be either " **logger**" or "**hds**", depending on the database that requires the schema to be upgraded.

For Example `C:\icm\bin>upgrade -s PRGR-A -d abc_sideA -dt logger -i abc`

- The value as stored in **columns Major**, **CCMinor**, and **AWMinor** of Version table in the CCE database.

Note

- Take a backup of Logger and AW-HDS-DDS databases on the destination server before synchronization.
- Stop the Router, Logger, AW-HDS, and Apache Tomcat services on the destination servers before running EDMT tool while changing over to synchronize.
- After each EDMT run, start the Router, Logger, AW-HDS, and Apache Tomcat services and do a manual synchronization on the destination server in the inventory. For more information, see Synchronize Components on the Destination Server using Inventory, on page 5.
- To be in sync with configuration details of the source server, EDMT can be run multiple times on the destination server. However, after first synchronization, if any of the following configuration changes are done in the CCE Administration on the source server, the changes won't reflect on the destination server in subsequent synchronizations. So, these updates have to be manually configured on the destination server.
  - Cloud Connect integration, Default Media Server settings, Courtesy Callback, SIP Server Group, Route Pattern, and Locations
  - Addition, modification, or deletion of machines in the inventory

Synchronize Components on the Destination Server using Inventory

This procedure explains how to synchronize all solution components on the destination server.

Note You can do a full synchronization of all components (using **sync-all**) from Principal AW; however it cannot be initiated after the **cutover** is completed.

Procedure

Step 1 Navigate to **Unified CCE Administration** > **Infrastructure** > **Inventory**.

Step 2 On the banner message, click **sync-all**.

Step 3 Click **Next** to confirm initiating full synchronization.

Full synchronization may take several minutes.

Step 4 After the successful initiation of synchronization, click **Done**.

If initiation of synchronization fails, an error message appears. Click **Close** to exit and fix the error as required.

Complete Upgrade on the Destination Server

This procedure explains how to complete the upgrade on the destination server and make it ready for production.

Procedure

Step 1 Navigate to the **Unified CCE Administration** > **Infrastructure** > **Inventory**.

Step 2 On the banner message, click **cutover**.

Step 3 Click **Next** to initiate validations for cutover.

- If validations are successful, click **Next** to confirm initiating cutover.
- If validations fail, an error message appears. Click the x icon to exit and fix the errors as required.

Step 4 After the successful completion of cutover, click **Done**.

Packaged CCE 4000 Agents Deployment

Single-stage Configurations

Prerequisite:

Upload CA Certificates or import Self-signed Certificates Self-signed Certificates of upgraded components.

The following table outlines the post-upgrade configurations required for components.

Note

- If you have changed the IP address or hostname of a component, update the inventory for the respective component. For more information, see Update IP Address or Hostname.
- If you have rebuilt components, follow the tasks detailed in the following table.

Sequence	Task
1	Update Inventory
2	Configure CCE Components, on page 7
3	Configure External HDS, on page 3 (optional)
4	Configure Cisco Unified Customer Voice Portal
5	Configure Cisco Unified Communications Manager
6	Configure Cisco Unified Intelligence Center
7	Configure Cisco Finesse
8	Configure Live Data
9	Configure Cisco Identity Service

Sequence	Task
10	Configure Cisco Unified Customer Voice Portal Reporting Server (optional)
11	Configure Cisco IOS Enterprise Voice Gateway
12	Configure Enterprise Chat and Email (ECE) (optional) Email and Chat
13	Configure Customer Collaboration Platform(CCP), on page 7 (optional)
14	Register with Cisco Smart Software Manager
15	Complete Upgrade on the Destination Server, on page 5
16	Synchronize Source Server to the Destination Server, on page 4

Configure CCE Components

The following table outlines the configuration tasks required for CCE components in Packaged CCE 4000 Agent deployments.

Sequence	Task
1	Configure SQL Server for CCE Components
2	Configure Cisco SNMP Setup for Rogger (optional)
3	Configure Cisco SNMP Setup for AW-HDS-DDS (optional)

Configure Cisco Unified Customer Voice Portal

The following table outlines the Cisco Unified Customer Voice Portal (CVP) configuration tasks for Packaged CCE 4000 or 12000 Agent deployments.

Note The CVP configurations are site specific. Side A and Side B configurations per site must be the same.

Configuration Tasks
For CVP security details, see *Configuration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.
Configure SNMP

Configure Customer Collaboration Platform(CCP)

Follow the steps to create new feed for task routing, associate the feed to the campaigns and configure the CCE for Multichannel Routing Collaboration Platform.

Procedure

Step 1 Sign in to Unified Customer Collaboration Platform(CCP) with your Customer Collaboration Platform administrator account (https://<hostname/ IP address of CCP).

Step 2 In Customer Collaboration Platform, click on the **Configuration** tab.

Manage Feeds and **Manage Campaigns** screens are displayed.

Step 3 In the left panel, on **Manage Feeds** screen, click on **New** and create a new feed.

Step 4 In the right panel of the **Manage Campaigns** screen, click on **New** and create a new campaign.

You can create a new campaign and associate the available feed.

From the Administration tab, you can also associate the notificaitons to the campaign.

Step 5 In the Administration page, select **CCE Configuration for Multichannel Routing**.

Provide the details of Media Routing PG for Host Side A and Host Side B, and enter the port values. Click **Save.**

Multistage Configurations

Prerequisite:

Upload CA Certificates or import Self-Signed Certificates of upgraded components.

The following table outlines the post-upgrade configurations required for each component.

Note

- If you have changed the IP address or hostname of a component, update the inventory for the respective component. For more information, see Update IP Address or Hostname.
- If you have rebuilt components, follow the tasks detailed in the following table.

Sequence	Task
1	Update Core Machines Configure Cisco Identity Service
2	Update Optional Machines Email and Chat

Sequence		Task
3		Update Peripheral Set Configure Cisco Finesse
4		Update Peripheral Set Configure Cisco Unified Customer Voice Portal Configure Cisco Unified Customer Voice Portal Reporting Server (optional)
5		Update Optional Machines
6		Update Optional Machines Configure Cisco IOS Enterprise Voice Gateway
7		Update Core Machines Configure Cisco Unified Intelligence Center
8		Update Inventory, on page 10 Configure CCE Components, on page 7
9		Update Optional Machines Configure External HDS, on page 3
10		Update Core Machines Configure Live Data
11		Update Peripheral Set
12		Update Optional Machines Update IP Address or Hostname Configure Customer Collaboration Platform(CCP), on page 7

Sequence		Task
13		Update Peripheral Set Configure Cisco Unified Communications Manager
14		Update Optional Machines
12		
13		
14		Register with Cisco Smart Software Manager
15		Complete Upgrade on the Destination Server, on page 5
16		Synchronize Source Server to the Destination Server, on page 4

[1] Required in 4000 Agent deployments.
[2] Router and Logger are required only in 12000 Agent deployments.

Update Inventory

After you perform a Technology Refresh upgrade, sign in to the Unified CCE Administration of Principal AW on the destination server. On the Inventory page, you can update the IP address or hostname, and choose to rebuild Virtual Machines (VMs) for the upgraded solution components. For more information, see Update IP Address or Hostname.

- While you are updating the Inventory file, ensure to do the following:
  - Update all Core machines with required details before updating the Peripheral Set or Optional machines.
  - Set the `isReinstalled` value to `yes` if you are setting up a new VM.
  - In multistage Technology Refresh, during the Central Controller upgrade, EDMT invalidates all the component IP addresses. So, you must update the inventory for all components after upgrading the Central Controller.
- When you update the inventory for Rogger[3], Router, Logger[4], AW-HDS-DDS, and PG, the Unified CCE services on these components get activated automatically.
- Do not delete any components while the Technology Refresh upgrade is in progress.
- A banner appears on the **Overview** or **Inventory** page indicating that the inventory has machines with IP address or hostnames not configured.

[3] Applicable only in 2000 and 4000 Agent deployments.
[4] Router and Logger are applicable only in 12000 Agent deployments.

- A banner appears on the **Inventory** page when the hardware refresh is in progress, providing an option to `sync-all` and `cutover`. It indicates that all AWs and both sides of Rogger, Logger, and Router are configured with correct IP address or hostnames.

Packaged CCE 12000 Agents Deployment

Single-stage Configurations

Prerequisite:

Upload CA Certificates or import Self-signed Certificates Self-signed Certificates of upgraded components.

The following table outlines the post-upgrade configurations required for components.

Note

- If you have changed the IP address or hostname of a component, update the inventory for the respective component. For more information, see Update IP Address or Hostname.
- If you have rebuilt components, follow the tasks detailed in the following table.

Sequence	Task
1	Update Inventory
2	Configure CCE Components, on page 12
3	Configure External HDS, on page 3 (optional)
4	Configure Cisco Unified Customer Voice Portal
5	Configure Cisco Unified Communications Manager
6	Configure Cisco Unified Intelligence Center
7	Configure Cisco Finesse
8	Configure Live Data
9	Configure Cisco Identity Service
10	Configure Cisco Unified Customer Voice Portal Reporting Server (optional)
11	Configure Cisco IOS Enterprise Voice Gateway
12	Configure Enterprise Chat and Email (ECE) (optional) Email and Chat
13	Configure Customer Collaboration Platform(CCP), on page 7 (optional)
14	Register with Cisco Smart Software Manager

Sequence	Task
15	Complete Upgrade on the Destination Server, on page 5
16	Synchronize Source Server to the Destination Server, on page 4

Configure CCE Components

The following table outlines the configuration tasks required for CCE components in Packaged CCE 12000 Agent deployments.

CCE Components	Task
1	Configure SQL Server for CCE Components
2	Configure Cisco SNMP Setup for Logger (optional)
3	Configure Cisco SNMP Setup for Router (optional)
4	Configure Cisco SNMP Setup for HDS-DSS (optional)
5	Configure Cisco SNMP Setup for AW-HDS (optional)

Multistage Configurations

Prerequisite:

Upload CA Certificates or import Self-signed Certificates Self-signed Certificates of upgraded components.

The following table outlines the post-upgrade configurations required for each component.

Note

- If you have changed the IP address or hostname of a component, update the inventory for the respective component. For more information, see Update IP Address or Hostname.
- If you have rebuilt components, follow the tasks detailed in the following table.

Sequence	Task
1	Update Core Machines Configure Cisco Identity Service
2	Update Optional Machines Email and Chat

Sequence		Task
3		Update Peripheral Set Configure Cisco Finesse
4		Update Peripheral Set Configure Cisco Unified Customer Voice Portal Configure Cisco Unified Customer Voice Portal Reporting Server (optional)
5		Update Optional Machines
6		Update Optional Machines Configure Cisco IOS Enterprise Voice Gateway
7		Update Core Machines Configure Cisco Unified Intelligence Center
8		Update Inventory Configure CCE Components, on page 12
9		Update Optional Machines Configure External HDS, on page 3
10		Update Core Machines Configure Live Data
11		Update Peripheral Set
12		Update Optional Machines Update IP Address or Hostname Configure Customer Collaboration Platform(CCP), on page 7

Sequence	[illegible]	Task
13	[illegible]	Update Peripheral Set Configure Cisco Unified Communications Manager
14	[illegible]	Update Optional Machines
12	[illegible]	
13	[illegible]	
14	[illegible]	Register with Cisco Smart Software Manager
15		Complete Upgrade on the Destination Server, on page 5
16		Synchronize Source Server to the Destination Server, on page 4

[5] Required in 4000 Agent deployments.
[6] Router and Logger are required only in 12000 Agent deployments.

Packaged CCE Lab Only Deployments

This section provides information about the post-upgrade configurations required for components in Packaged CCE Lab Only deployments.

Packaged CCE Lab Only deployments can be configured as simplex systems or duplex systems in 2000 Agent deployments. For more information on the required configurations, see Single-stage Configurations, on page 1.