在CCMP中配置Supervisor Active Directory集成

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简介

本文档介绍配置步骤,以便管理员通过思科统一联系中心管理门户(CCMP)将座席作为监督者。

先决条件

要求

Cisco 建议您了解以下主题:

- 统一联络中心企业版(UCCE)
- CCMP

使用的组件

本文档中的信息基于以下软件和硬件版本:

- UCCE 11.6.1
- CCMP 11.6.1

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

背景信息

为了让管理员能够将座席帐户提升到主管;使用CCMP集成配置环境(ICE)完成Supervisor Active Directory(AD)集成步骤非常重要。 如果CCMP管理员尝试将代理设置为管理引擎,如果没有此配置 ,则会弹出错误"**Active Directory域服务器未在[AW]上配置**",如图所示;

Details Person Supervisor Agent Teams Skill Grou	aps Attributes	Advanced	History
Custom Data			
Supervisor			
Domain Account			
Associate with Domain Account			
Login Name			
			Q
Active Directory Domain Server is not configured on [AW]			

配置

注意:此处的配置步骤假定在CCMP ICE中Cisco CCE集成已完成,并且基本操作可以成功执行。另请确保在维护窗口中完成以下步骤。

1.开放**冰**;搜索CCMP节点并启动应用;

Search
Everywhere 🗸
ice 🔎
Integrated Configuration Environment

2.完成数据库连接和登录。

3.在集群配置模式下;单击配置Cisco Unified CCE服务器;如图所示;



4.在"选择任务"下选择"修改现有实例",然后单击"下一步",如图所示;

	Configure Cisco Unified CCE Servers
Ĩ,	Select Task Please select an option and click next to continue Add a new instance Modfy an existing instance Remove an existing instance Remove an existing instance Next

5.选择适用**的实**例名称,**然后单击**"下一步",如图所示;

注意:此处的"AW"是本文档使用的测试实验室的实例名称。

	Configure Cisco Unified CCE Servers	
۲.	Select Unified CCE Please select the Unified CCE instance that you wish to modify	
	Cancel Previous Next	

6.选择单击"下一步",直到出现"Supervisor Active Directory Integration"选项并选择"**是"**,然后**选择** "下一步",如图所示;

Configure Cisco Unified CCE Servers
Supervisor Active Directory Integration
Do you wish to allow Active Directory user accounts to be mapped to supervisors when configuring Unified CCE?
Yes No
Cancel Previous Next

7.确保提供主域控制器和辅助域控制器的详细信息以及端口号,然后单击"下一步",如图所示;

注意:根据实验配置,此处仅提供主域控制器/全局编录及其端口号。格式为 <FQDN/IP>:<PortNumber>

	Configure	Cisco Unified CCE S	iervers	×
X D	Configure Active Dire	ctory Connections		
1	Please enter the addresses of y required security settings to con	our primary and secondary do nect	omain controllers and configure the	
``	Primary Domain Controller:	ad2012.semain.esm:3268		
	Secondary Domain Controller:	1		
	Set Active Directory Auther Anonymous Delegation Encryption Server Bind	ntication Types (Advanced) Fast Bind Readonly Server Secure Sockets Layer	Secure Sealing Signing	
		Car	ncel Previous Next	

8.选择AD中主管用户域帐户所在的位置,然后单击"下**一步**",如图所示

	Configure Cisco Unified CCE Servers	×
20	Select Supervisor Active Directory Location	
1	Select the location in active directory where your supervisor user domain accounts are located	
``	B- Samaira	1
	Cancel Previous Next	

9.选择链接的Unified CM服务器,然后单击"下一步",如图所示;

	Configure Cisco Unified CCE Servers	×
20	Configure Linked Unified CM Servers	
	Please select the Cisco Unified CM servers that this Unified CCE is capable of routing calls to:	
`	✓ cucm10]
	Cancel Previous Next	

10.如图所**示**,在"摘要"屏幕中单击"下一步";

	Configure Cisco Unified CCE Servers	×
20	Summary	
1.	ICM Configuration Summary	^
``	Overview	
	ICM Instance Name: pin ICM Deployment Type: Standard ICM Version: 188.1 Authentication Mode: Local Redundancy Type: SingleSided Provisonable: Yes Primary Server Configuration	ш
	Server [sprawler] (sprawler.samaira.com) • Primary Admin Workstation Component • Primary Provisioning Components	~
	Cancel Previous Next	

11.确保您看到"成**功"**屏幕,如图所示,单击"退**出"**;



12.确保单击"在ICE中保存"(通过选择"保存图标"),如图所示;

	Integrated Configuration Environment (ICE)
File Edit View	
Tool: Cluster Configuration	• 💾 🔂 • 🕲 🐲 🖆 • 🗐 🤄 💿 💿

验证

使用本部分可确认配置能否正常运行。

1.搜索并单击"管理门户";如图所示;

Search	
Everywhere V management portal	
Management Portal	

2.登录到管理门户

Login

Isername	
administrator	
assword	
******	٩
Login	

3.从Resource Manager中**选择Agent,**然后单击**Supervisor Tab** ,然后选择Supervisor选项,然后 搜索登录名,然后单击"查找",然后验证消息**"找到域帐户"。** 单击**Save**将此帐户设置为 **Supervisor帐户。**,如图所示;

Root / SPRAW / AW / CUCM	HM TEST USER CO	MP (Agent)				
Details Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
Custom Data						
Supervisor Domain Account						
Associate with Dor	nain Account					
Login Name	in con					
Ø Domain accour	t found					
		٨	ctivate Win	dows		
Save Cancel	😑 Ready	G	o to System in C	Control Panel	to activate W	indows.

4.系统首先会说Agent更新请求已提交;黄色指示灯也显示"待处理活动",如图所示;

ent update request submitted					
Details Person Supervisor Dustom Data	Agent Teams	Skill Groups	Attributes	Advanced	History
Supervisor					
Domain Account					
Associate with Domain Account	:				
Login Name					
ccmpuser@samaira.com					Q
	A	ctivate Wind	dows		
	Go	to System in C	ontrol Panel	to activate W	indows.

5.最后,几秒后状态将更改为"就**绪**",并提交更改。



6.即使是**管理和数据服务器**(AW)节点中的Configuration Manager,现在也将确认此代理帐户是 Supervisor,如图所示;

ent Explorer
Agent Advanced Sul group membembp Select Person Personal information Enable logins Personal information Enable logins Person (SSO) SSO is globally diabled. Find name PEST USBR Lad name PEST USBR Login name Pesthologin Password Contem password Agent Information Enterplement number) Supervisor: Supervisor:

故障排除

目前没有针对此配置的故障排除信息。