配置PCCE本地授權

目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>採用元件</u> <u>背景資訊</u> <u>設定</u> 步驟1.配置登錄檔許可權。 步驟2.配置資料夾許可權。 <u>步驟3.域使用者配置。</u> <u>驗證</u> <u>疑難排解</u> <u>相關資訊</u>

簡介

本文檔介紹為在Package Contact Center Enterprise(PCCE)元件中本地管理授權而刪除Microsoft Active Directory(AD)依賴項所需的步驟。

作者:Meenakshi Sundaram、Ramiro Amaya和Anuj Bhatia,思科TAC工程師。

必要條件

需求

思科建議您瞭解以下主題:

- Cisco Package Contact Center Enterprise
- Microsoft Active Directory

採用元件

文中使用的資訊是根據PCCE 12.5(1)版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何步驟可能造成的影響。

背景資訊

PCCE 12.5版本為管理伺服器(AW)上的本地使用者組提供使用者許可權,允許使用者將授權移出 Active Directory(AD)。 這由登錄檔ADSecurityGroupUpdate控制,該登錄檔預設情況下處於啟用狀 態,並避免使用Microsoft AD安全組控制使用者訪問許可權以執行設定和配置任務。 **附註**:對本地授權的支援在統一聯絡中心企業版(UCCE)12.0中啟動,現在PCCE 12.5中支援 該支援。

∎î R	Registry Editor									
File	Edit	View F	Favorites Help							
File	Edit		-avorites Help 12.5 ActiveInstance CertMon Cisco SSL Configurati Performance rpcce 12.5 AW CurrentVersion	on	Name (Default) ADSecurityGroupUpdate AWConfiguration AWConfiguration AWType BlendedAgentSupport ConfigOnlyAW DeploymentSize	Type REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD	Data (value not set) 0x00000000 (0) 0x00000001 (1) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0)			
		 Cli Cli Cli Int Int Int Pin Pin	 Distributor Serviceability SNMP SystemSettings SnmpCDPAgent asses ients iel icrosoft ozilla ozilla.org DBC rtner licies gisteredApplications Aware Inc. 		Drive ICRRoot Icracle LimitUserAssociationByInstance ProductionMode UserListLocationButtonDisabled UserListSelectButtonDisabled VersionMajor VersionMinor	REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD	C C:\icm\rpcce\aw 0x00000000 (0) 0x00000000 (1) 0x00000000 (0) 0x00000000 (0) 0x0000007d (125) 0x00000000 (0)			
Compl	uter∖⊦	KEY LOO	AL MACHINE\SOFTWARE	\Cisco	Systems, Inc.\ICM\rpcce\AW					

附註:如果業務需要實施先前行為(AD授權),則ADSecurityGroupUpdate標誌可更改為1。

設定

要在本地AW伺服器中授予UcceConfig組許可權,首先需要在登錄檔級別提供許可權,其次需要在 資料夾級別提供許可權。

步驟1.配置登錄檔許可權。

- 1. 運行regedit.exe實用程式。
- 2. 選擇HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\WinSock2。
- 3. 在「安全」頁籤下的「許可權」中,選擇「UcceConfig」組,然後選中「允許完全控制」選項。



▷-→ Winngmt → WinNat ▷-→ WinRM ▷-→ Winsock		×
VLOCAL_MACHIP	Expand New Find	v . nvices\WinSoc
2 Server group	Delete Rename	
File and Stor Services	Export Permissions	
Manaaash	Copy key reame	
Security Group or user nam	tes: COF AW HDS:24 Uccedicate]
B Administration	CCE-WW-HDS-24-Mexister AW-HDS-24-Usen)	eee)
¢	Add	Remove
Permissions for U Full Control Read Special permiss	cceConfig Allow	Deny
For special permis click: Advanced.	sions or advanced settings.	Advanced

4.重複上述步驟,授予這些登錄檔的UcceConfig組的完全控制權。

- Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, inc.\ICM
- Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco Systems, inc.\ICM

步驟2.配置資料夾許可權。

1.在Windows資源管理器中,導航到<ICM Installed Directory>:\icm,然後選擇「屬性」。

2.在「安全」頁籤中,選擇UcceConfig,並選中Allow for the Full Control選項。

CErts CiscoUtils CiscoUtils CiscoUtils CincoUtils Copen P P P Restore previous versions Include in library P P Include in library P Cut Copy Create shortcut Delete CiscoUtils Cisc	ame	î		4	icm Properties	
Image: Second	CErts CiscoUtils			General Sharing S Object name: C.V	ecurity Previous Versions	Customize
T Pin to Start Send to Cut Copy Create shortcut Delete	ir Open N Open in m P Share with P Restore pr P Include in	ew window evious versions library	•	Group or user names	r INER 12510EAUloceCodig) 112520EAUloceCodig) 112520EAUloceCodig) 112520EAUloceCodig) 112520EAUloceCodig)	Edt
Copy Create shortcut Delete Delete Copy Create shortcut Delete Create shortcut Create shortcut Delete Create shortcut Create s	T Pin to Star U Send to r Cut			Permissions for Ucce Full control Rodity Read & execute	iConta Alow V V	Den
	Copy Create sho Delete	rtcut		List folder content Read Write For special permission	ns or advanced settings.	Lácance

3.選擇「確定」儲存更改。

4.重複上述步驟,對C:\Temp資料夾的UcceConfig**組授**予完全控制。

5.在SQL Management Studio中,執行以下操作:

a)導航到Security > Logins。

b)找到<Machine name>\UcceConfig。

c)按一下右鍵並選擇屬性。

d)導航使用者對映並選擇AWDB資料庫。

e)勾選GeoTelAdmin、GeoTelGroup和公共覈取方塊。

f)對歷史資料(HDS)資料庫重複步驟d)。



完成初步配置後,請按照如何升級域使用者的步驟操作,以便獲得配置和設定許可權。

步驟3.域使用者配置。

1.在AD中建立域使用者。為此excercise testconfig1使用者已建立。

	Active Directory Us	Jsers and Computers			
File Action View Help	1 @ 🕞 🛛 🗂 🔧 🗽	T I &			
Active Directory Users and Com Saved Queries PCCERCDN.cisco.com Builtin Builtin Cisco_ICM Computers Domain Controllers ForeignSecurityPrincipal- Managed Service Accour Users	Name Name DonsUpdateProxy Domain Admins Domain Computers Domain Controllers Domain Guests Domain Users Enterprise Admins Enterprise Read-only Doma Group Policy Creator Owners Guest John Doe poceadmin	Type Security Group Security Group Security Group Security Group Security Group Security Group Security Group Security Group Security Group Security Group User User	Description DNS clients who are per Designated administrato All workstations and ser All domain controllers i All domain guests All domain users Designated administrato Members of this group Members in this group c Built-in account for gue		
	 Protected Users RAS and IAS Servers Ray Lewis Read-only Domain Controll Schema Admins testAdmin testAdmin testConfig1 testConfig1 TestUser1 TestUser1 	Security Group Security Group User Security Group Security Group User User	Members of this group Servers in this group can Members of this group Designated administrato		

Autor Disamon Library and Carry 1	Real Provide Land Land Land Land Land Land Land Land		free constructions.	 	ale service and a service a	-
Ned Carlos Colores and Colores Ned Colores and Colores Colores	Press P	Type Type Decartly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. User Decartly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. Secortly Consp. User	Description Obergeben All yourhaldismy and set All yourhaldismy and set All yourhaldismy and set All domain guards All domain guards Description of the group Manders in this group c Built in excessed for goal Manders of this group c Built in excessed for goal Manders of this group c Description of this group Description of this group c	Image: A mark Image: A mark Image: A mark Image: A mark <t< td=""><td>Image: Section 1 Image: Section 2 Image: Section 2 Image: Section 2 Image: Section 2</td><td></td></t<>	Image: Section 1 Image: Section 2 Image: Section 2 Image: Section 2 Image: Section 2	

3.開啟AW上的CCE Admin。導航到「使用者設定」卡,然後選擇「管理員」。新增使用者並選擇 角色**ConfigAdmin**。

Infrastructure Settings	User Setup Agents Administrators Roles	×
Inventory, Deployment Settings, License	MRD, Cal Cisco Unified Contact Center Enterprise Management	All Anna proceedings
Management, Device Configuration	Administrators	
	New Administrator	0
L	PODEICER, DECO. COM	Ð
	Infrastructure Usename* Instaarligt	
	Conceptor .	
	Organization Bule Configlidmin	● Q.
	Loan to Al Departments 🕑	
	Constance	
	Deperty	

在PCCE 12.5版本之前,此更改會更新例項組織單元(OU)下的域中的配置安全組,但使用12.5時 ,預設行為是否,不將該使用者新增到AD組。如圖所示,在域ICM配置安全組中沒有此使用者的更 新。

Active Directory Users and Computers								
File Action View Help	testconfig1	testconfig	Properties			? X		
🗢 🔿 🖄 🖬 🤞 🖬 🖌	Remote	control	Remote D	esktop Se	ervices Profile	COM+		
📃 Active Directory Users and Com 🛛 N	General	Address	Account	Profile	Telephones	Organization		
> 🦳 Saved Queries 🛛 🚇	Membe	r Of	Dial-in	Env	ironment	Sessions		
✓	Member of	f:						
	Name Active Directory Domain Services Folder				r			
V 🗊 RCDNPCCE	Domain	Users	PCCERCDN.	cisco.com	/Users			
RPCCE Computers Domain Controllers GoreignSecurityPrincipal: Managed Service Accour Users								
	Add	. F	lemove					

4.在AW伺服器中的**computer management > Local Users and Groups > Groups**下,選擇 UcceConfig並將testconfig1使用者新增到其中。

💀 lusrmgr - [Local Users and Groups (Local)\Groups]								
File Action View Help								
🗢 🔿 🖄 📰 🗶 📴 🛃	Þ							
Local Users and Groups (Local)	Nam	ne Description						
Users Groups	8	UcceConfig Properties						
	ē.	General						
	8 8 8	UcceConfig						
	29 29 29	Description:						
	\$ \$ \$ \$ \$	Members: PCCERCDN\RCDNPCCE_RPCCE_11863 PCCERCDN\testconfig1 PCCERCDN\TestUser1						

5.從電腦註銷並使用testconfig1使用者的憑據登入。由於此使用者具有配置許可權,因此他可以運行CCE配置工具,如CCE管理員、指令碼或網際網路指令碼編輯器。

6.但是,如果使用者嘗試運行任何需要設定許可權的任務,則它會失敗。此使用者無權訪問所有 CCE管理員資源或設定工具。

如圖所示,PCCE 4K部署中的testconfig1使用者嘗試運行外圍裝置網關(PG)配置,系統使用警告消 息限制更改。

Contact C	enter Enterprise - InstallShield Wizard	Х
0	The currently logged in user does not have local administrator privileges. Please login with administrator privileges in order to run the Cisco Unified ICM/CCE PGSetup setup.	
	ОК	

7.如果企業要求此使用者具有設定許可權以及配置,則必須確保在CCEAdmin中將使用者角色更改為SystemAdmin。

Edit testconfig1@PCCERCDN.CISCO.COM

Domain	PCCERCDN.CISCO.COM
Usemame*	testconfig1
Description	
Role	SystemAdmin 💿 🔍
Access to All Departments	

使用者角色在資料庫中已更新為1(SystemAdmin):

	UserRole	UserGroupID	CustomerDefinitionID	UserGroupName	UserGroupType	Description	ServiceProvider	ReadOnly	FeatureSetID
1	0	1	NULL	DBO	U	The ICM System Administrator	Y	N	NULL
2	0	5000	NULL	PCCERCDN\RLEWIS	U	NULL	N	N	NULL
3	1	5002	NULL	PCCERCDN\TESTCONFIG1	U	NULL	N	N	5000
4	2	5001	NULL	PCCERCDN\TESTUSER1	U	NULL	N	N	5001

8.使用域或本地管理員許可權帳戶登入AW伺服器,然後通過**computer management > Local Users** and Groups > groups選擇Groups,然後在Administrators中將使用者新增到該使用者。

Iusrmgr - [Local Users and Groups (Local)\Groups]	
File Action View Help	
🗢 🔿 📶 🗙 🖻 🗟 🚺	
Local Users and Groups (Local) Users Groups	Administrators Properties ? General Administrators Description: Administrators have complete and unrestricted act to the computer/domain Members: Administrator PCCERCDN\Domain Admins PCCERCDN\Domain Admins PCCERCDN\RCDNPCCE_RPCCE_55244 PCCERCDN\RCDNPCCE_RPCCE_SETUP PCCERCDN\testconfig1

10.使用者現在能夠訪問該AW伺服器中CCE應用程式的所有資源並進行所需的更改。





驗證

驗證過程實際上是配置過程的一部分。

疑難排解

目前尚無特定步驟可用於對此組態進行疑難排解。

相關資訊

PCCE管理指南

技術支援與文件 - Cisco Systems