



Installing ACCCM

**Release 7.0 SP1
Issue 1.2
May 2013**

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Chapter 1: Introduction

This chapter includes:

- [ACCCM overview on page 4](#)
- [Key features on page 4](#)
- [Installation overview on page 5](#)
- [Architecture overview on page 5](#)

ACCCM overview

The Avaya Contact Center Control Manager (ACCCM) system is a centralized operational administration solution that provides a comprehensive solution for administrators to support day-to-day operations. ACCCM complements the entire Avaya Contact Center suite by combining and integrating key management and administration tasks of a wide range of contact center entities.

With the ACCCM system, administrators can unify, streamline, and centralize the management of Avaya Aura® Contact Center (AACC) operations. In addition, the administrator can track events and take necessary action to meet customer needs. The ACCCM system is for Avaya customers using different Avaya Contact Center Business Unit (CCBU) products and solutions. The ACCCM system integrates with a Unified Communication infrastructure based on Avaya Aura® Communication Manager and Avaya Aura® Session Manager. ACCCM integrates with and supports operational administration of Avaya Contact Center suite, including the following:

- Avaya Modular Messaging (MM)
- Avaya AUDIX Messaging
- Avaya Call Management System (CMS)
- Avaya IQ (IQ)
- Avaya Aura® Call Center Elite Multichannel (EMC)
- Avaya Interaction Center (IC)
- Avaya Voice Portal (AVP)
- Avaya Aura® Experience Portal (AAEP)
- Avaya Proactive Contact (PC)
- Avaya Proactive Outreach Manager (POM)
- Avaya Aura® System Manager
- Avaya Aura® Messaging
- Avaya Aura® Session Manager
- Avaya Aura® Application Enablement Services
- Avaya one-X® Agent (one-X Agent)
- Avaya Aura® Workforce Management
- Avaya Aura® Contact Center (AACC) with Elite customers who are interested using a blended environment (Voice on Elite with Multimedia on AACC)
- Non-Avaya third-party Workforce Optimization (WFO) solution

Key features

- Centralized management and administration of all contact center applications
- Personalized thin client application interface
- Real-time monitoring and historical analysis of agents, skills, Vector Directory Numbers (VDNs), campaigns, and other business data
- Visual call flow design and vector management
- Role-based permissions and multi tenancy support

- Full Microsoft Active Directory integration with single sign-on (SSO) functionality

Installation overview

This section describes the steps to complete the installation of the ACCCM server software. ACCCM is a software only solution. Avaya ships only the ACCCM software. The customer must provide the necessary server hardware and software to deploy the ACCCM system.

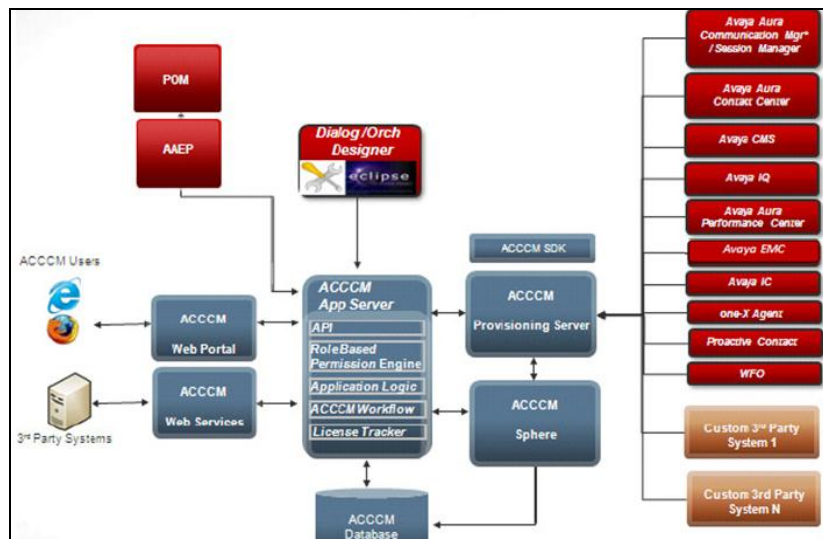
For hardware and software specification, see [Chapter 2: Requirements on page 7](#).

Architecture overview

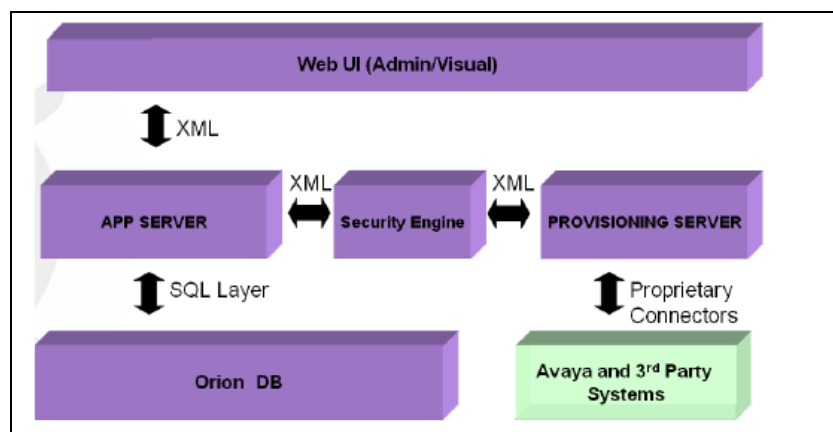
The ACCCM provisioning server integrates ACCCM with different Avaya products and systems through various connectors. These connectors are part of the overall solution subject to the type of active ACCCM connectors made active.

ACCCM uses the system architecture, software integrations, and software components to provide a multi-channel contact center solution.

The following figure provides an architectural view of the ACCCM solution:



The High-Level Solution Topology platforms, including all available solution connectors provides a centralized operational management from a single Web browser portal.



Layer	Components
Web	ACCCM Web Interface ACCCM Web Interface API
Application	ACCCM Application Server ACCCM Provisioning Server ACCCM Security Engine
Data layer	ACCCM Database ACCCM and third-party systems

Chapter 2: Requirements

This chapter includes:

- [Software requirements on page 7](#)
- [Hardware requirements on page 7](#)
- [Avaya Voice Portal Connector deployment requirements on page 9](#)
- [Virtualization support on page 10](#)
- [ACCCM database sizing on page 10](#)

Software requirements

Operating System

- Windows 2008 Server R2 SP1 for new installation

ACCCM client OS

- Windows XP
- Windows Vista
- Windows 7

Note: ACCCM supports the localized client OS for all languages. You require the OS and SQL DB English OS language for all servers.

Note: Ensure that the client system supports 1280x1024 pixels or higher resolution to run the Web browser.

Supported Web browsers

- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9

Supported database software

The ACCCM server must have one of the following Microsoft SQL servers:

- Microsoft SQL Server 2008 R2 Express
- Microsoft SQL Server 2008 R2 Standard Edition
- Microsoft SQL Server 2008 R2 Enterprise Edition

Hardware requirements

The ACCCM solution is available as:

- Standalone server deployment
- Multi server deployment

Standalone server deployments

You can deploy the ACCCM system on a single server that runs all the application servers. The standalone server deployment includes the database and supports all connector types.

NOTE: The standalone deployment does not include the Avaya Voice Portal connector.

For more information on the Avaya Voice Portal Connector, see [Installing the Avaya Voice Portal connector on page 44](#).

The following are the two types of standalone server deployment:

- Standard standalone server deployment
- Large standalone server deployment

NOTE: In a single server deployment, you can host the ACCCM database on an external database server.

Standard standalone server deployment

You can install the ACCCM system on a single server that runs all the application components including the database, such as, MSSQL Express or Standard Edition. The number or type of connectors that are used does not affect the server size.

The standard standalone server deployment configuration is suitable in a setup with up to 30 concurrent administrators using ACCCM or up to 6,000 agent seats in a contact center.

The following table lists the minimum hardware requirements for standard standalone server deployment:

Processor	4 Core CPU (Single Quad Core Processor)
RAM	4 GB
Hard disk	80 GB
Network interface controller	Single Ethernet NIC

NOTE: In a single server deployment, you can host the ACCCM database on an external database server.

Large standalone server deployment

You can install the ACCCM system on a single server that runs all the application components including the database, such as, MSSQL Express or Standard Edition. The number or type of connectors that are used does not affect the server size. The large standalone server deployment configuration is suitable in a set up with up to 50 concurrent administrators using the ACCCM system or up to 30,000 agent seats in a contact center.

The following table lists the minimum hardware requirements for large standalone server deployment:

Processor	8 Core CPU (Two Quad Core Processor)
------------------	--------------------------------------

RAM	4 GB
Hard disk	80 GB
Network interface controller	Single Ethernet NIC

Multi server deployment

The multi server deployment is suitable in an environment where there are special requirements from the customer IT department.

NOTE: For multi server deployment, contact the Avaya support team before providing the required hardware to the customer.

ACCCM Web and application server deployment requirements:

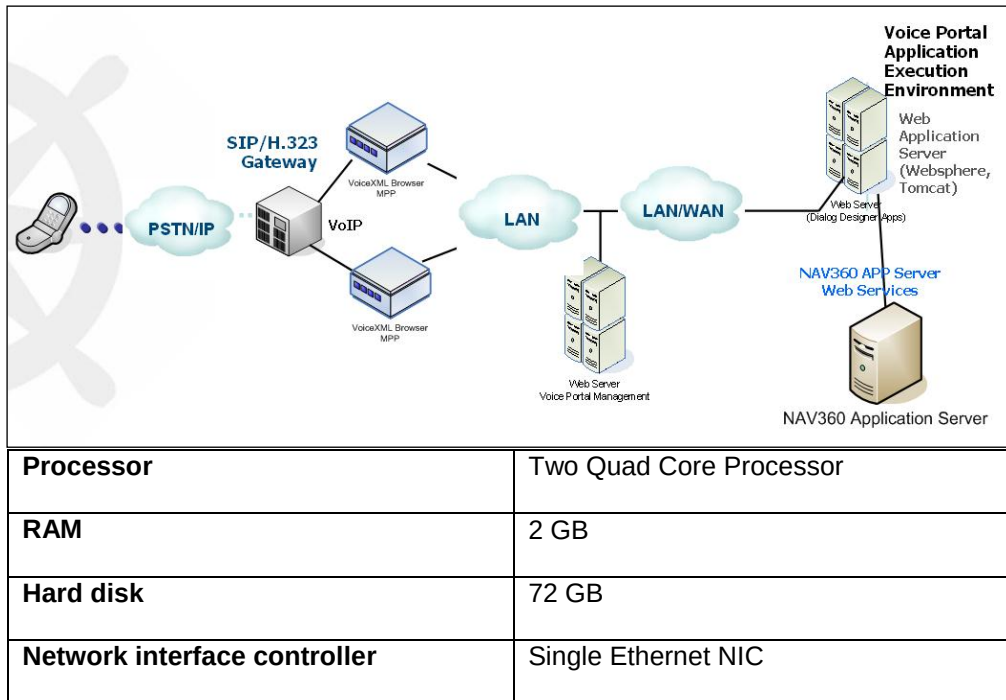
Processor	Two Quad Core Processor
RAM	4 GB
Hard disk	72 GB
Network interface controller	Single Ethernet NIC

ACCCM database server deployment requirements:

Processor	Two Quad Core Processor
RAM	4 GB
Hard disk	72 GB
Network interface controller	Single Ethernet NIC

Avaya Voice Portal Connector deployment requirements

Every 1,000 Avaya Voice Portal ports that are using the ACCCM Voice Portal Connector require a separate ACCCM Voice Portal Connector server. You can allocate the first 1,000 ports to the same server where the ACCCM software is installed.



Virtualization support

ACCCM support deployments on the following platforms:

- VMware – 3.X, 4.X, and 5.0
- Hyper-V
- Xen

ACCCM database sizing

The ACCCM database stores only the configuration data of the ACCCM system. The database size is between 50MB to 4GB.

If Avaya one-X® Agent Central Management is running in your system, the database size may increase.

IMPORTANT: You must turn off the transaction log of the database since the ACCCM Sync Service activity can impact the size of the transaction log.

For more information on database sizing, see the Database Sizing tool. You can download the Database Sizing tool from the Avaya Support Site.

Chapter 3: ACCCM installation checklist

As ACCCM interacts with many different products and services, you must plan for a successful installation. This checklist ensures that all requirements are in place for an error-free installation.

Use the following installation checklist to carry out the deployment:

#	Task	✓
1	Determine how your enterprise wants to deploy ACCCM.	
2	Ensure that all product licenses are in place.	
3	Download the software package from the Avaya support site.	
4	Ensure that the end user and enterprise environments can support ACCCM.	
5	Administer the ACCCM feature on Avaya Aura® Communication Manager.	
6	Determine how you will distribute the ACCCM software to your employees.	
7	Begin the installation process.	
8	Start ACCCM.	
9	Complete the initial administration.	

NOTE: By default, the ACCCM Web server uses HTTP settings which are unsecured. You must ensure that all ACCCM Web sites are configured as secured (HTTPS) for ACCCM Web Server after installing the ACCCM system. For procedure to configure the HTTPS setting, see “*Chapter 21: Configuring the HTTPS support*” in *Configuring ACCCM*.

Chapter 4: Installing ACCCM

This chapter describes procedures for installing the ACCCM system on Windows 2008 R2 Operating Systems.

You must complete the following steps for successful installation:

- [Prerequisites on page 12](#)
- [Installing and configuring IIS on page 12](#)
- [Running the ACCCM installation wizard on page 18](#)
- [Customizing the Microsoft SQL Server installation on page 38](#)
- [Installing the Avaya Voice Portal connector](#)
- [Installing the CAM services on page 49](#)
- [Installing the EMC website on page 54](#)
- [Testing the ACCCM Sphere environment on page 62](#)
- [Testing the ACCCM installation on page 59](#)

Prerequisites

Before you install ACCCM, you must complete the following set up on the server:

- Microsoft Windows 2008 R2 SP 1 Installation.
- Microsoft Internet Information Services (IIS) for the Web Server component.
- Do not install the Windows updates during the system during the ACCCM installation process. You can avoid this by either disabling the windows updates or installing all available updates prior to the ACCCM installation.
- Ensure that the client system supports the minimum resolution of 1280x1024 pixels or higher to run the Web browser.

NOTE: If you install ACCCM in the C drive of your Operating System, change the permissions of the Avaya directory and provide full Control to the Network account. In this case, the network account corresponds to the user for the ACCCM application pool. Other processes use the Service user name.

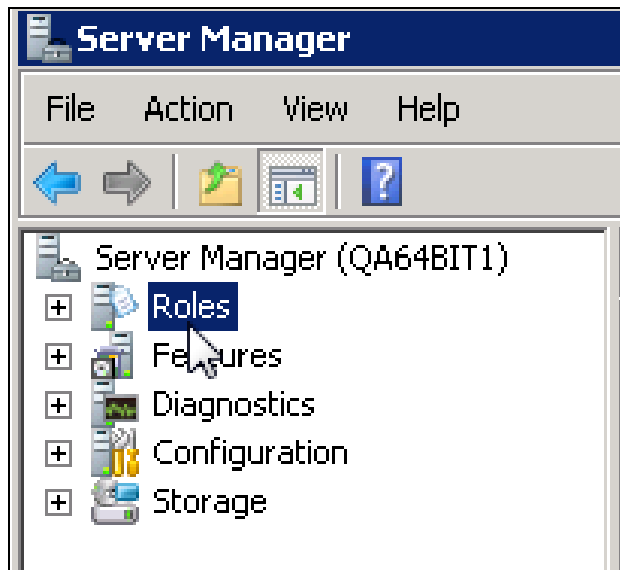
Installing and configuring IIS

The ACCCM platform Web portal runs on IIS.



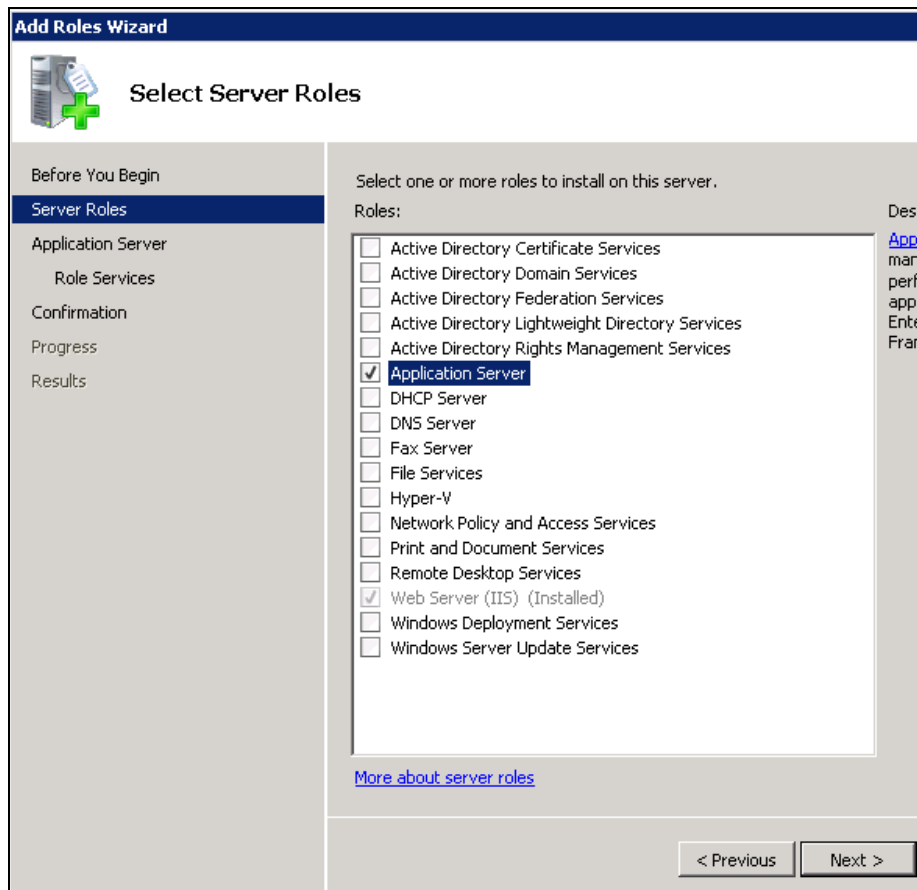
1. On the server desktop, right-click **My Computer** and select **Manage**.
2. In the **Server Manager** dialog box, right-click **Roles** and select **Add roles**.

The system displays the following screen:



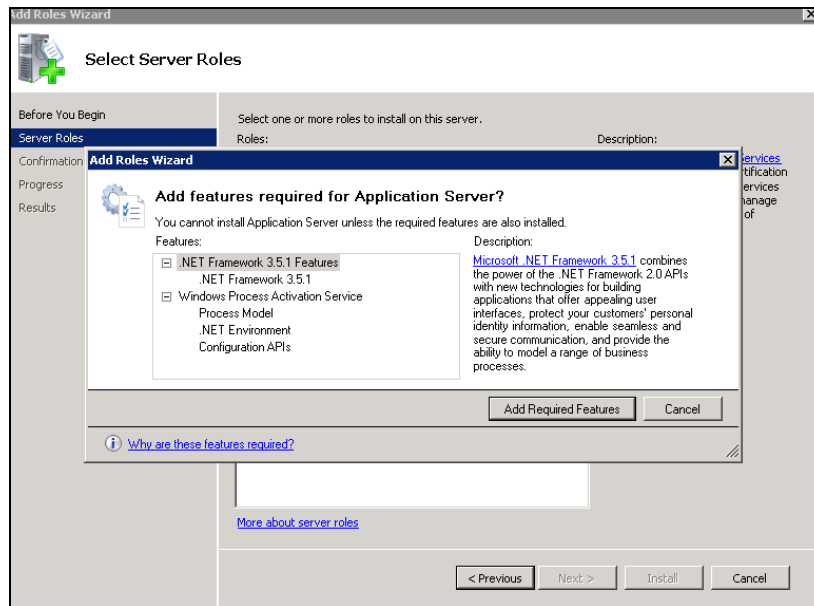
3. In the **Add Roles Wizard** screen, click **Server Roles**.

The system displays the following screen:



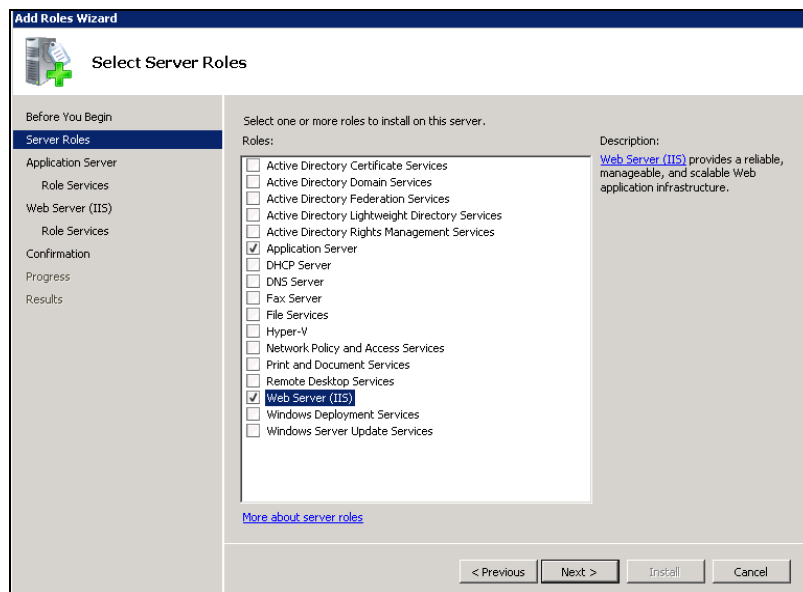
4. In the Server Roles wizard, perform the following steps:
 - a. Select **Application Server** and **Web Server (IIS)**, and click **Next**.

The system displays the following window if the system does not have the required components to install the application server:



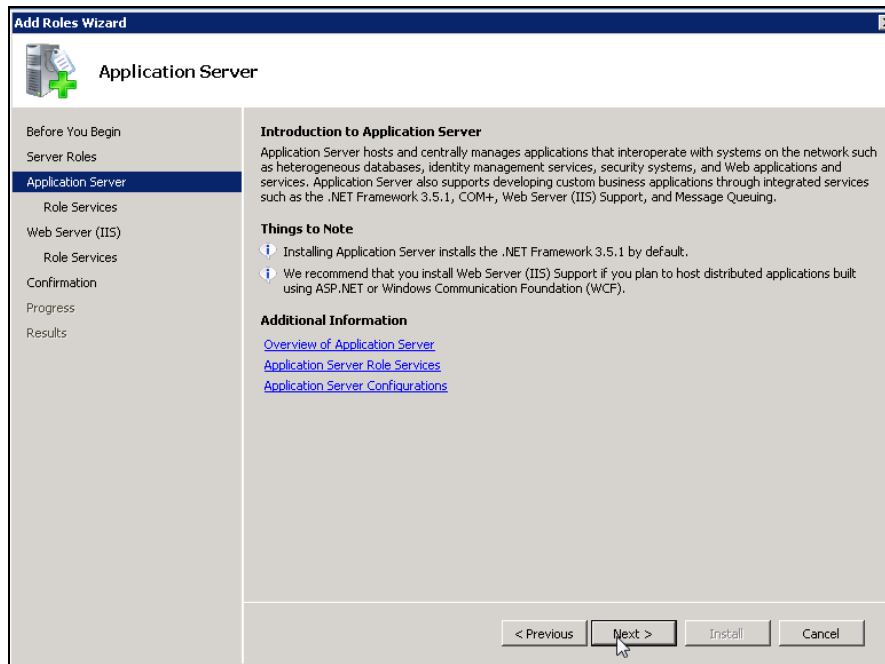
You must click **Add Required Features** to install the missing components required for the application server. Once the installation is complete, the system provides the option to select the component.

- b. Return to the **Server Roles** pane, select **Web Server (IIS)** and click **Next**.



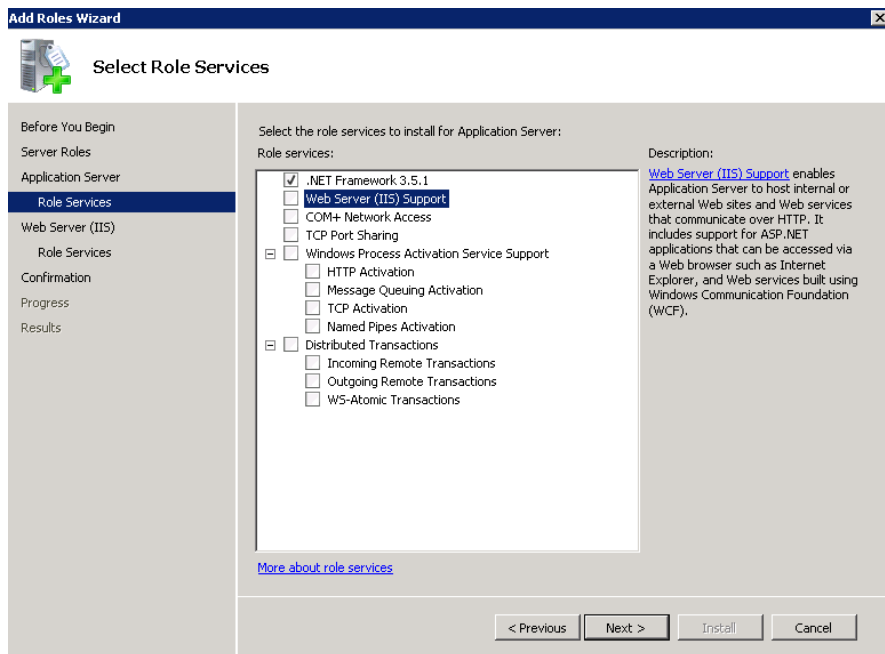
5. Click **Next**.

The system displays the following screen:



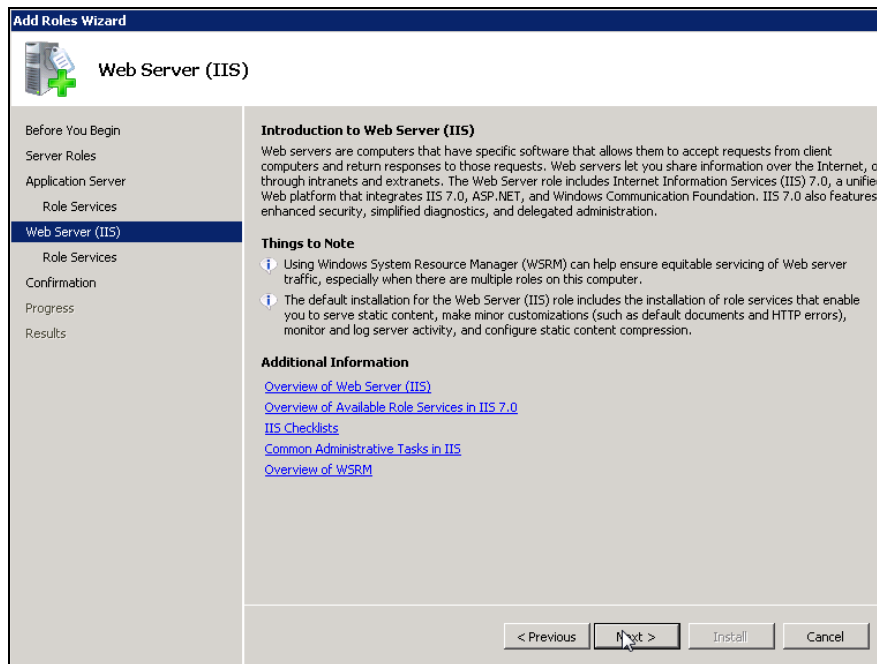
6. Click **Next**.

The system displays the following screen:



7. Click **Next**.

The system displays the following screen:



8. Click **Next**.

The system displays the Role Services dialog box for Web Server.

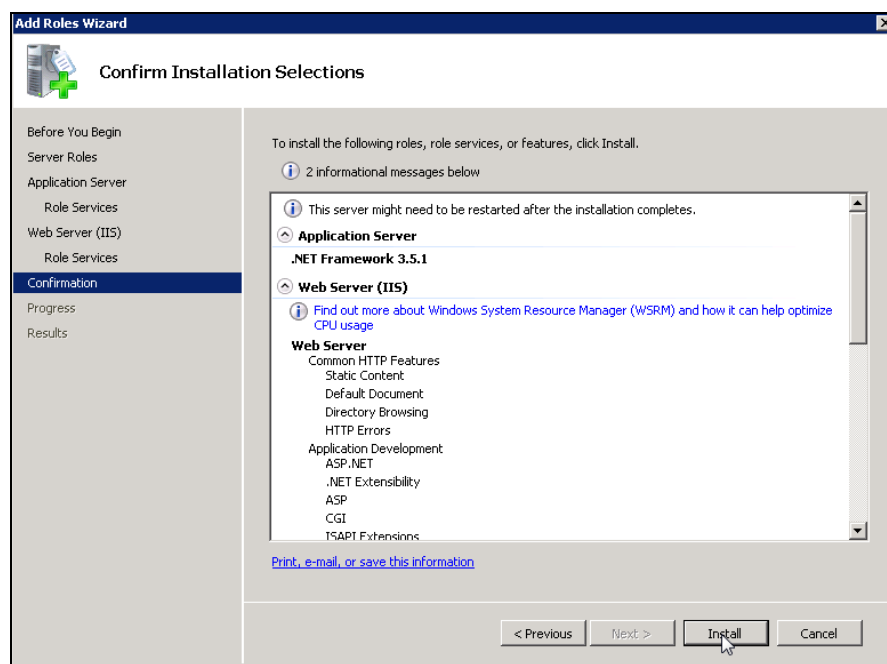
9. Perform the following steps:

- a. In the **Common HTTP Features**, select the following components:
 - Static Content
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - HTTP Redirection
- b. In the **Application Development**, select the following components:
 - ASP.NET
 - .NET Extensibility
 - ASP
 - CGI
 - ISAPI Extensions
 - ISAPI Filters
 - Server Side Includes
- c. In the **Health and Diagnostics**, select the following components:
 - HTTP Logging
 - Logging Tools
 - Request Monitor
 - Tracing
- d. In the **Security**, select the following components:
 - Basic Authentication
 - Windows Authentication

- Request Filtering
- e. In **Performance**, select Static Content Compression component.
- f. In **Management Tools**, select the following components:
 - IIS Management Console
 - IIS 6 Management Compatibility. Under this field select the following components:
 - IIS 6 Metabase Compatibility
 - IIS 6 WMI Compatibility
 - IIS 6 Scripting Tools
 - IIS Management Console

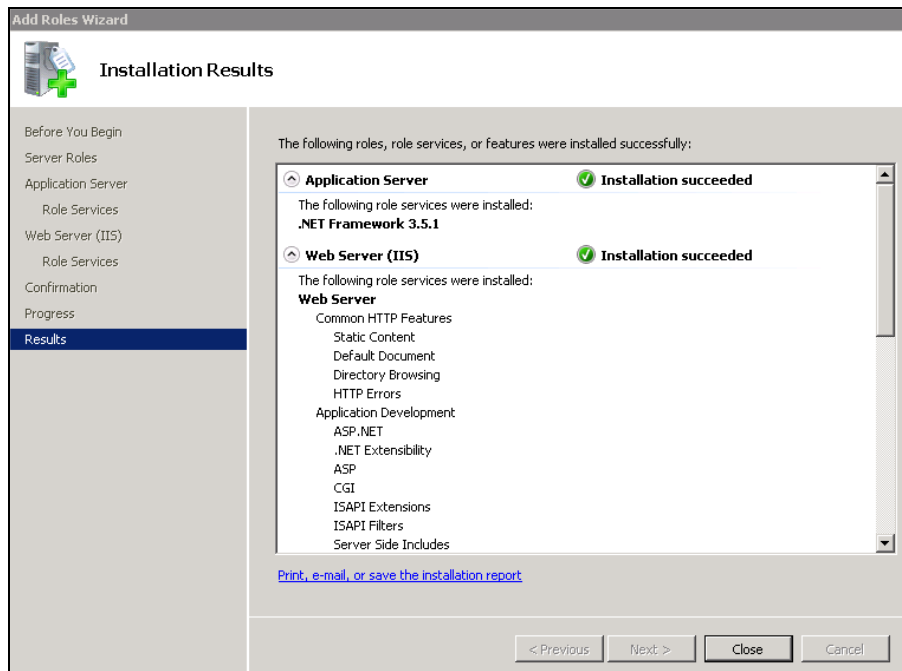
10. Click **Next**.

The system displays the following screen:



11. Click **Install**.

The system displays the following installation results:



12. Click **Close** to close the installation wizard.

13. Restart the server.



Running the ACCCM installation wizard

Prerequisites:

- Ensure that the client system supports the minimum resolution of 1280x1024 pixels or higher to run the Web browser.
- By default, the ACCCM Web server uses HTTP settings which are unsecured. You must ensure that all ACCCM websites are configured as secured (HTTPS) for ACCCM Web Server after installing the ACCCM system. For procedure to configure the HTTPS setting, see “*Chapter 21: Configuring the HTTPS support*” in *Configuring ACCCM*.



1. From the ACCCM installation CD, double-click the ACCCM installation wizard.

The system starts the installation automatically. If the installation does not begin, you must run the ACCCM.EXE file from the CD drive.

The ACCCM installation setup writes the log file with the summary of the entire installation process. You can locate the log file in **c:\laccminstaller.log**.

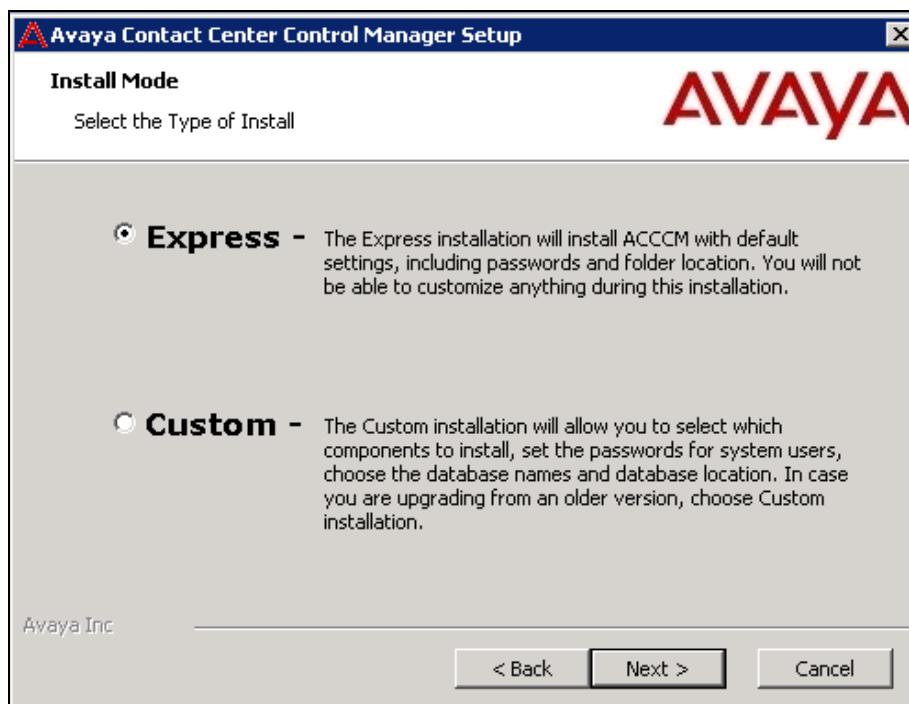
NOTE: For installation wizard logging, ensure that you have full administrative rights to access the server and to create files on the **C** drive. You must initiate the installation by choosing the **Run as Administrator** option.

The system displays the following screen:



2. Click **Next**.

The system displays the following screen:



The installation setup offers two types of ACCCM deployments, **Express** and **Custom**.

Installation mode	Description
Express	Use the Express installation mode to install a single server environment, including the SQL Express Database. This is the default mode that uses a password and the location of the installation folder on the server. The default location for express installation is C drive and requires a minimum of 20GB hard disk space on the system drive.

Installation mode	Description
	For procedure to complete express installation, see Installing ACCCM in the Express mode on page 20 .
Custom	Use the Custom installation mode in a High Availability environment. With the Custom installation mode, can select the components to install, set passwords, and select the installation directory. For procedure to complete custom installation, see Installing ACCCM in the Custom mode on page 23.



Installing ACCCM in the Express mode

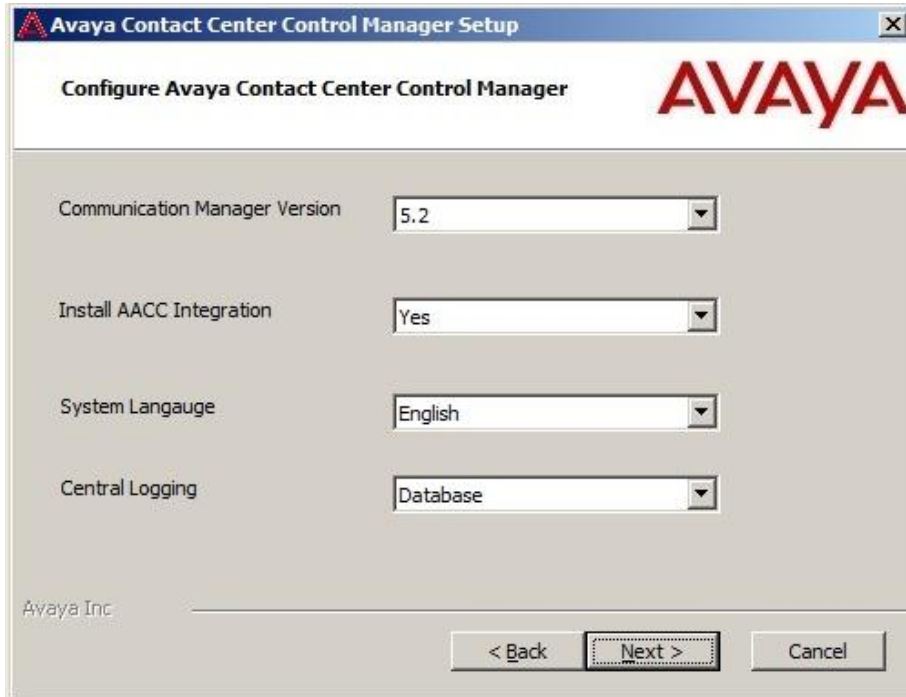
Perform the following steps if you select the Express mode to complete the ACCCM installation:

The system displays the following screen:

1. In the License Server installation window, perform the following steps:
 - a. In the **License Server Host** field, enter the host name that runs the license server. By default, this corresponds to the server name where you are running the installation wizard.
 - b. In the **License Server Port** field, enter the license server port number. By default, the port number is 35353.
 You can upload the ACCCM license file, which is an optional step. You can manually add the license file later.
 - c. To upload the ACCCM license file, perform the following steps:
 - a. Click **Load License**.
 - b. Browse to the location of the ACCCM license file (license.lic), select the

license file, and click **Open**.

The system closes the dialog box indicating the successful upload of the license.

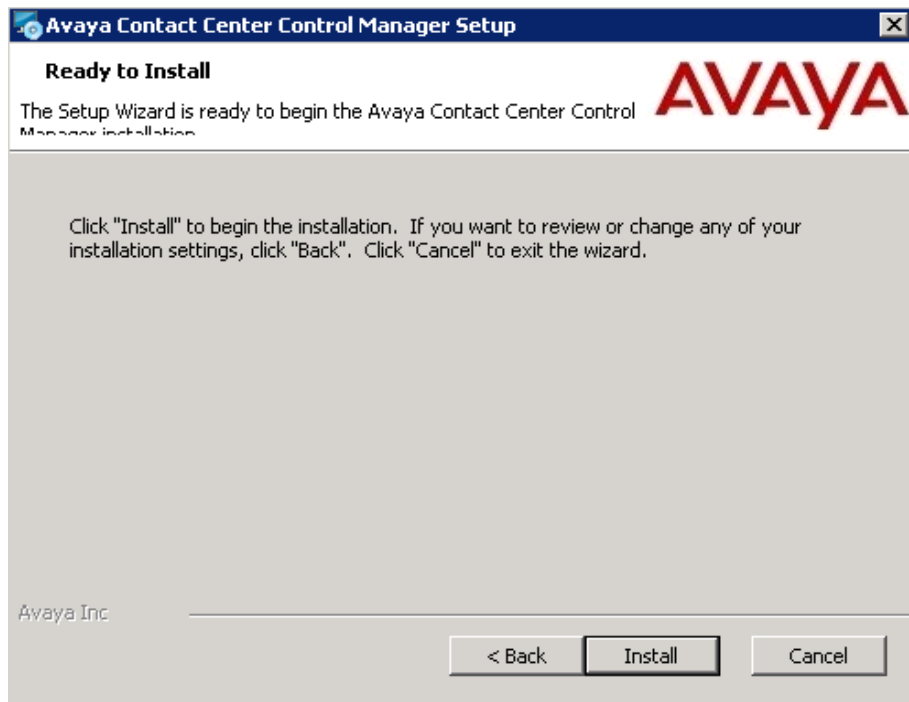


2. In the Configure Avaya Contact Center Control Manager wizard, perform the following steps:
 - a. From the **Communication Manager Version** drop-down list, select the version of Avaya Aura® Communication Manager.
The system uses this value as the *Default CM Version* under the ACCCM System Parameters.
 - b. From the **Install AACC Integration** drop-down list, select the appropriate value.
By default the value is set to **Yes**. If you do not plan to integrate AACC in this environment, change the value to **No**.
 - c. From the **System Language** drop-down list, select the language that you want to install for the ACCCM US.
The default value is set to English.
 - d. From the **Central Logging** drop-down list, do one of the following:

Select...	If you want the system...
Database	to store all system logs in the ACCCM database.
Files	to store all system logs on the file system.

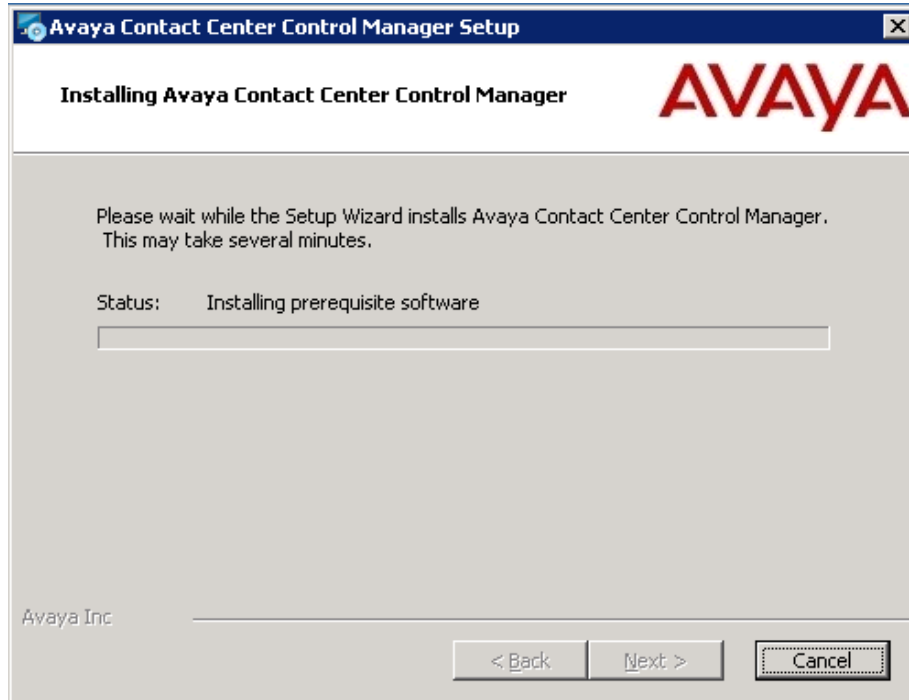
3. Click **Next**.

The system displays the following screen:

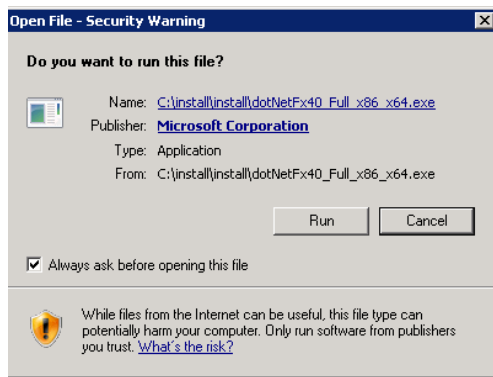


4. In the Ready to Install wizard, click **Install** to begin the installation.
5. (Optional) Review the installation settings by clicking **Back**.
6. Click **Install** to start the installation.

The system begins the installation process. The installation process takes between 10 minutes to an hour depending on the components you choose to install.



NOTE: During the ACCCM installation process, the system might prompt you with a security warning window to approve the prerequisite installation. You must accept the installation by clicking the **Run** button.



Once the wizard completes the installation, the system displays the following screen:



7. Click **Finish** to complete the ACCCM installation.

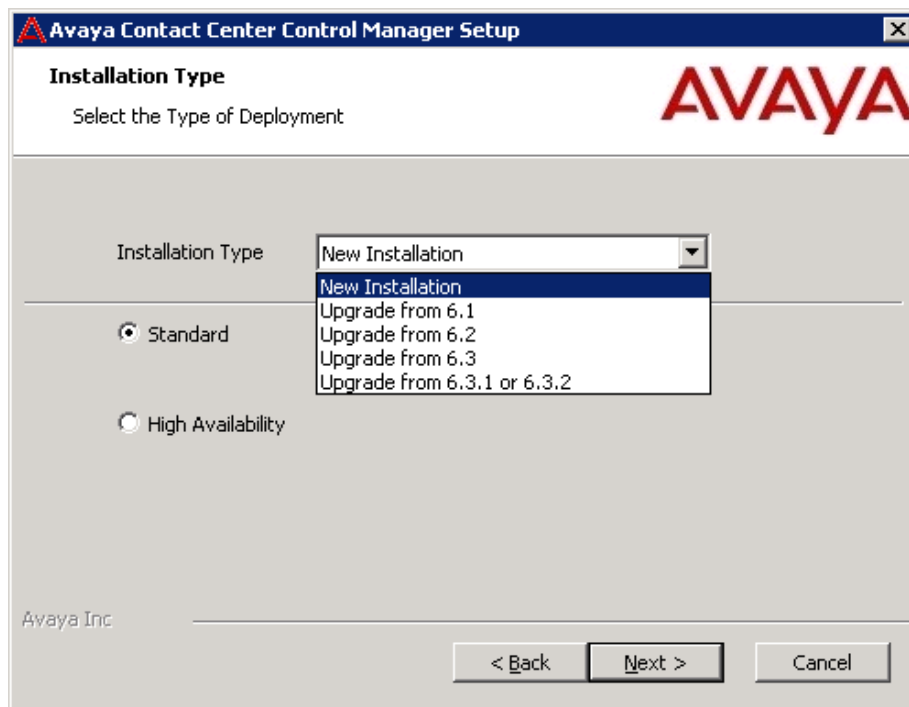
To verify the ACCCM installation, see [Testing the ACCCM installation on page 59](#).



Installing ACCCM in the Custom mode

Perform the following steps if you select the Custom mode to complete the ACCCM installation in section.

The system displays the following screen if you select the Custom installation mode:



The Custom installation mode offers the following options:

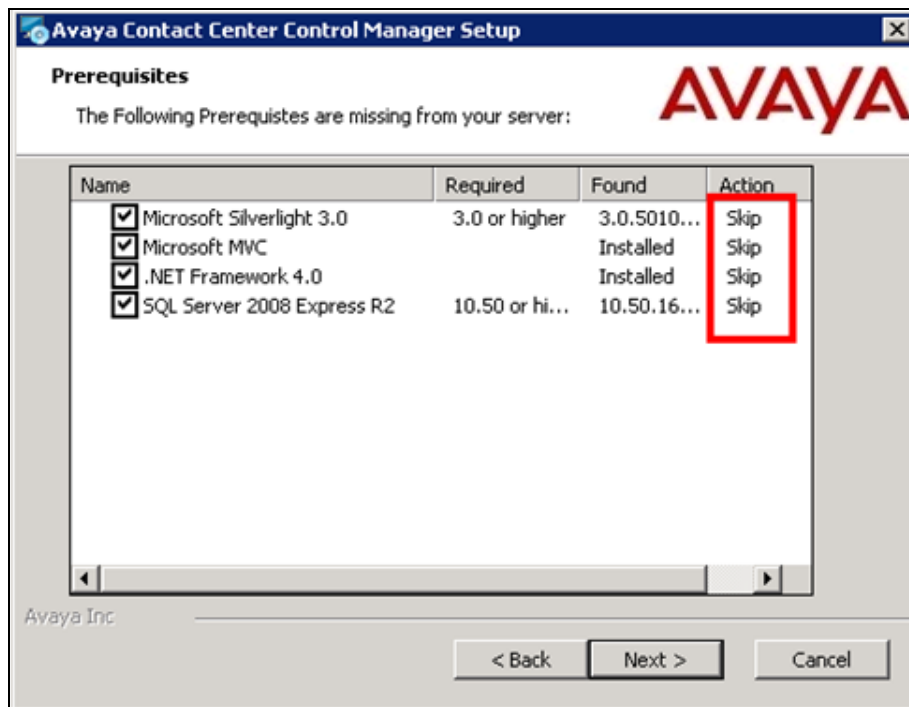
Field Name	Values	Description
Installation Type	New Installation	Select this option for a new environment.
	Upgrade from 6.1	Select the appropriate option to the existing ACCCM version installed on the server.
	Upgrade from 6.2	
	Upgrade from 6.3	
	Upgrade from 6.3.1 or 6.3.2	
Standard	-	Select the Standard mode if you are installing a standard ACCCM environment.
High Availability	-	Select the High Availability mode if you are installing a High Availability environment.

NOTE: This guide provides installation steps for Standard installation. For High Availability installation steps, see *Deploying ACCCM in the High Availability mode*.

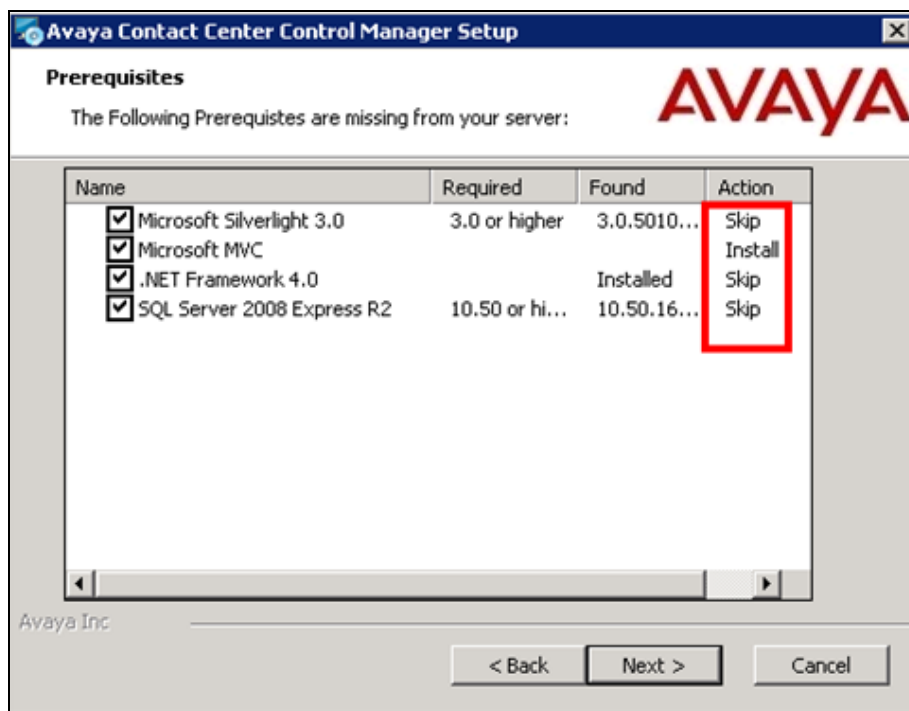
8. Select **Standard** and click **Next**.

If the installation already exists, remove the prerequisite installation by clearing the selection on the corresponding prerequisite component.

IMPORTANT: The wizard uses the SQL Server setup as a default installation. If you do not install the SQL Server setup as part of the ACCCM installation wizard and use the existing SQL Server in the environment.



By default, the system checks for preinstalled components as prerequisites. If the prerequisite installation components exist in the system, then the installation wizard skips the installation of existing prerequisite installation setup. If one or more component is missing, then the installation wizard installs the missing components as part of the installation process.

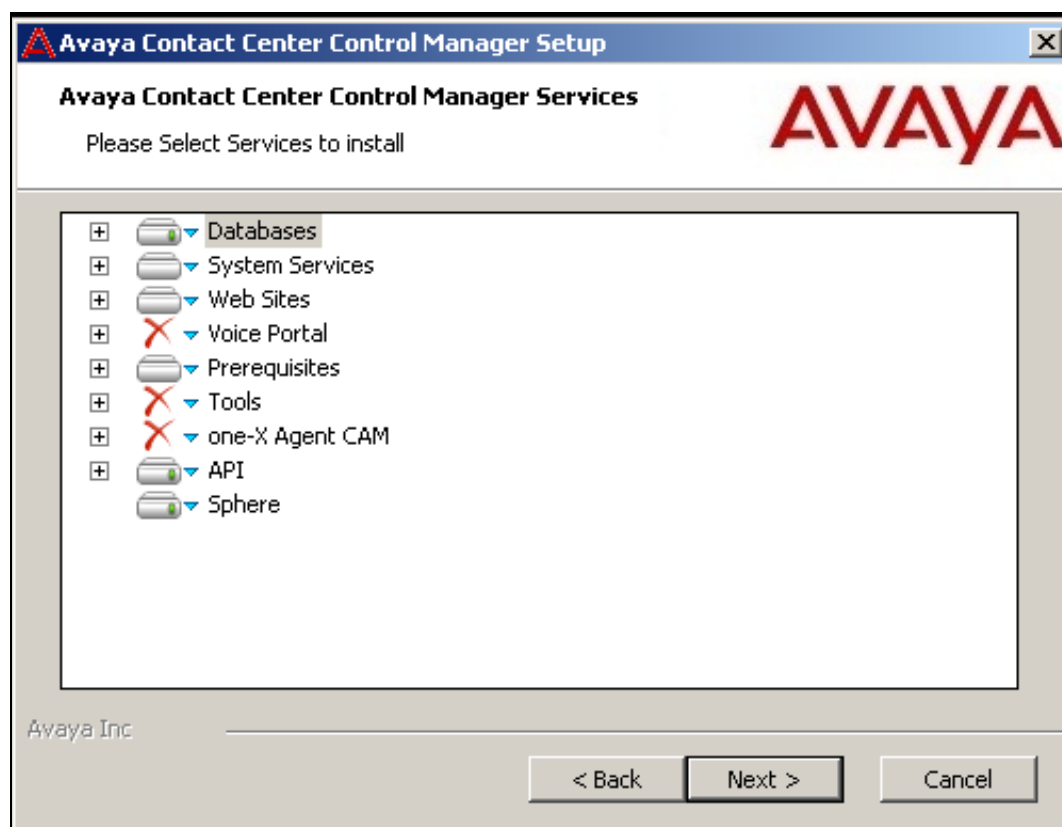


The system installs the following prerequisites as part of the ACCCM 7.0 installation wizard:

Prerequisite	Required for component	Comments
Microsoft Silverlight 3.0	Visual Phone	Select this component if you want to browse the Visual Phone website from the ACCCM server.
Microsoft MVC	Avaya one-X Agent Administration	Select this component if you are installing the Avaya one-X® Agent administration.
.NET Framework 4.0	Avaya one-X Agent Administration	Select this component if you are installing the Avaya one-X® Agent administration.
SQL Server 2008 Express R2	Not mandatory	Select this component if you are installing a single ACCCM server with the database.
KB2468871	ACCCM Web Portal	Select this Microsoft KB for .NET update.
Java Runtime	Sphere	Select this if you are installing Sphere.

9. Click **Next**.

The system displays the following screen:



The components are grouped into the following groups:

Group	Component	Description	Installed by Default
Databases	ACCCM Database	ACCCM Database stores ACCCM system configuration.	Yes
	ACCCMAVP Database	ACCCMAVP Database stores the Avaya Voice Portal database.	Yes
	ACCCMONEXDB Database	ACCCMONEXDB Database stores the Avaya one-X application database.	Yes
	ACCCMSPHEREETL Database	ACCCMSPHEREETL Database stores the ACCCM Sphere Analytics database.	Yes
	ACCCMSYNC Database	ACCCMSYNC Database synchronizes database between CM and ACCCM.	Yes
System Services	Provisioning Server	The Provisioning server provisions components from ACCCM with different Avaya systems.	Yes
	Schedule Server	The Schedule server provides option to schedule tasks in ACCCM.	Yes
	License Server	The License server ensures licensing of ACCCM.	Yes
	Active Directory Synchronizer	The Active Directory Synchronizer tool integrates with Active Directory and allows user, agent, and extension provisioning from Active Directory into ACCCM.	Yes
	Audit Log Service	The Audit Log Service tool is responsible for all auditing within ACCCM.	Yes
	Importer	The Importer tool imports users, agents; skills, VDNs, and extensions from excel files into ACCCM.	Yes
	Synchronizer	The Synchronizer synchronizes information from CM to ACCCM.	Yes
	Vector Auditing	The Vector Auditing tool is used for vector auditing and verification.	Yes
	MM Connector	The Modular Messaging Connector.	Yes
	HA Service	High Availability Service gets installed only when ACCCM is	No

Group	Component	Description	Installed by Default
		in the HA mode.	
	Notification Server	Notification Server checks for email notifications from the license tracker.	Yes
	Tracer Service	Tracker Service lists the trace actions that are performed from ACCCM.	Yes
	SNMP Agent	SNMP Agent handles the SNMP activity in ACCCM.	Yes
	License Tracker	License Tracker tracks licenses and traffic.	Yes
	Log Server	Log Server is the Central Log server.	Yes
Web Sites Voice Portal	ACCCM Web	ACCCM Web is the main user interface of ACCCM.	Yes
	ACCCM Visual Vectoring	ACCCM Visual Vectoring is a vector management tool.	Yes
	ACCCM Visual Phone	ACCCM Visual Phone is a visual management of extensions.	Yes
	ACCCM Schedule Server	ACCCM Schedule Server allows scheduling of tasks.	Yes
	ACCCM Audit Log	ACCCM Audit Log allows viewing of audit log results.	Yes
	ACCCM POM	ACCCM POM provides Avaya Proactive Outreach Manager administration capabilities.	Yes
	ACCCM EMC Integration	ACCCM EMC Integration provides the EMC administration capabilities. You require this component only during the EMC integration.	No
	ACCCM Conversation Sphere	ACCCM Conversation Sphere is a visual tool for call flow management.	Yes
Voice Portal	Voice Portal Web	The Voice Portal Web component used only during the Avaya Voice Portal integration. The component provides the user interface for Avaya Voice Portal administration.	Yes
	Voice Portal Configuration Database	This component stores all the configuration of the Avaya Voice Portal Connector. Use this component only for Avaya Voice Portal integration.	Yes

Group	Component	Description	Installed by Default
	Voice Portal Connector	Voice Portal Connector is a Web services API that is used by the ACCCM reusable modules. Use this component only for Avaya Voice Portal integration.	Yes
Prerequisites	Microsoft Silverlight 3.0	Use this component only if you plan to browse to the Visual Phone Website from the ACCCM server.	Yes
	Microsoft MVC	Use this component only if you plan to install the Avaya one-X Agent CAM.	Yes
	.NET Framework 4.0	Use Framework 4.0 only if you plan to install the Avaya one-X Agent CAM.	Yes
	SQL Server 2008 R2 Express	Use this component if you install ACCCM on a single server.	Yes
Avaya one-X Agent CAM	Avaya one-X Management Web site	This component is Web administration for Avaya one-X Agent configuration.	Yes
	Avaya one-X Agent configuration service	This component is a Web service for Avaya one-X Agent client authentication.	Yes
	Avaya one-X Agent database	This component stores all the Avaya one-X Agent configuration data.	Yes
Sphere	Sphere Search Engine	This component performs Sphere search for ACCCM environment.	Yes
	Sphere Analytics	This component performs Sphere search for CMS/IQ.	Yes
	Log Server Infrastructure	This component is the Central Log server infrastructure.	Yes
	Sphere ETL	This component synchronizes information from CMS/IQ into ACCCM for the indexing process.	Yes

10. Select the required components from the window and click **Next**.

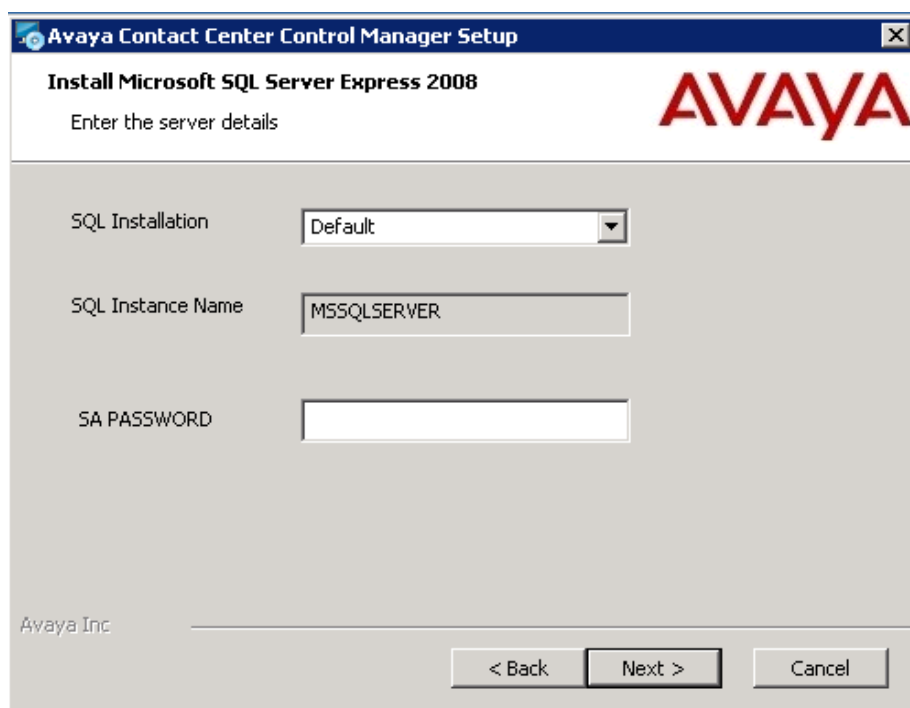
NOTE: This section covers installation steps for standard installation of the default components. Other component installation, Avaya Voice Portal and Avaya one-X® Agent are described separately in this guide.

For Avaya Voice Portal, see [Installing the Avaya Voice Portal connector on page 44](#).

For Avaya one-X Agent, see [Installing the CAM services on page 49](#).

11. Click **Next**.

The system displays the following screen:



IMPORTANT: You must first determine how you want to install the Microsoft SQL Server on the ACCCM server. If you are not using the SQL Server installation setup as part of the installation wizard, skip the step and see [Customizing the Microsoft SQL Server installation on page 38](#).

12. In the Server Log-in window, perform the following steps:

- a. From the **SQL Installation** dropdown list, select one of the following options:

Choose...	To...
Default	perform a silent installation of SQL Server based on the default values.
Custom	modify the values during the installation of SQL Server. For installing and configuring SQL Server, see Customizing the Microsoft SQL Server installation on page 38 .

By default, the ACCCM wizard uses the *MSSQLSERVER* as the instance name in the **SQL Instance Name** field.

If you select the **Default** installation for SQL Server, the system disables the field. You cannot modify the value in the **SQL Instance Name** field. However, if you select **Custom** as the installation of SQL Server, you can change the instance in the **SQL Instance Name** field name during the installation.

- b. In the **SA Password** field, enter the password of the SA user that manages the SQL Server.
- c. Note down the password for later use during the installation process.

13. Click **Next**.

The system displays the following screen:

Avaya Contact Center Control Manager Setup

SQL Database

Configure SQL Connection to your SQL Server

AVAYA

Server: ACCM61QA1

Port: 1433

Username: sa

Password:

Avaya Inc

< Back Next > Cancel

If you select the **Default** option for installation of SQL Server with ACCCM the values in the SQL Database dialog box appears automatically. If you select the **Custom** option for installation of SQL Server, then you must re-enter the details.

14. In the SQL Database window, perform the following steps:

- a. In the **Server** field, enter the host name or the IP address of the server that hosts the SQL Server.

By default, the system uses the host ACCCM server address. If you use a database instance, enter the instance name. For example, enter the database name as **acccmServer\sqlinstance**.

NOTE: The ACCCM default SQL Server installation does not install a special instance. Therefore, the value must be the server name or the IP address.

- b. In the **Port** field, enter the port number of SQL Server.

The SQL Server uses **1433** as the default port.

- c. In the **Username** field, enter the database user name that is used to connect to the SQL Server.

You must use **SA** as the user name. If you do not have the SA user, you must use a user that has dbo access rights on the master database.

- d. In the **Password** field, enter the password of the user.

15. Click **Next**.

The system displays the following screen:

Avaya Contact Center Control Manager Setup

Avaya Contact Center Control Manager Database

Enter the details of the ACCCM database

AVAYA

ACCCM DB Name: ACCCM

DB Username: acccm

Password:

Avaya Inc

< Back Next > Cancel

16. In the Avaya Contact Center Control Manager Database dialog box, perform the following steps:

- a. In the **ACCCM DB Name** field, enter the name of the ACCCM database that the system creates as part of the installation.
By default, the database name is ACCCM.
- b. In the **DB Username** field, enter the name of the ACCCM database user.
The ACCCM application server uses this user id to access ACCCM database. By default the user name is ACCCM. You must change the database name as there could be multiple users with same database name.
- c. In the **Password** field, enter the password of the database user.

17. Click **Next**.

The system displays the following screen:

Avaya Contact Center Control Manager Setup

Avaya Contact Center Control Manager Sync Database

Enter the details of the Synchronizer Database

AVAYA

Synchronizer DB Name: ACCCMSYNC

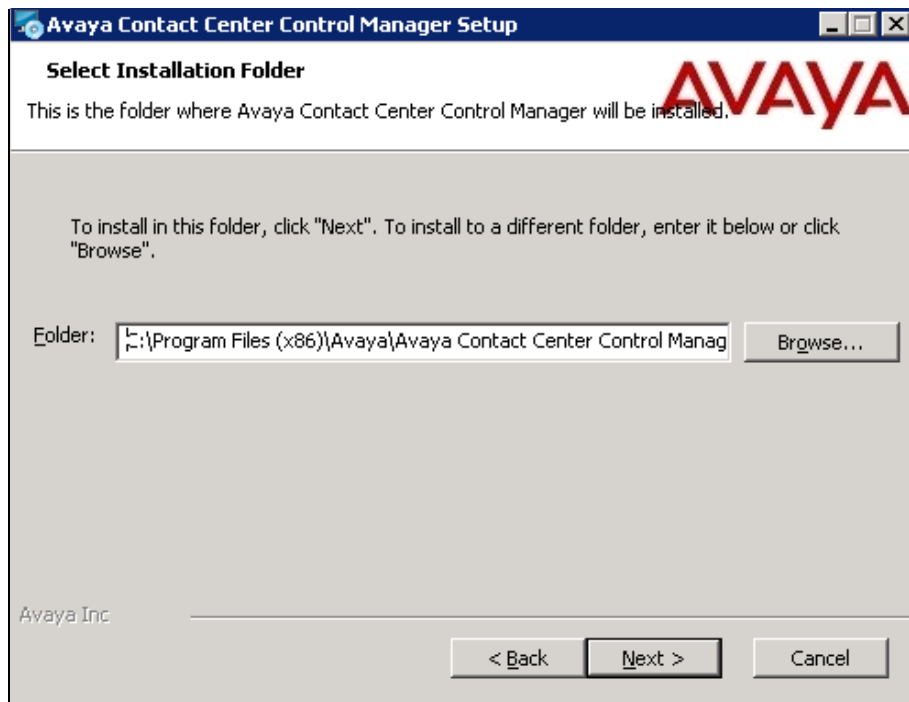
DB Username: acccmsync

DB Password:

Avaya Inc

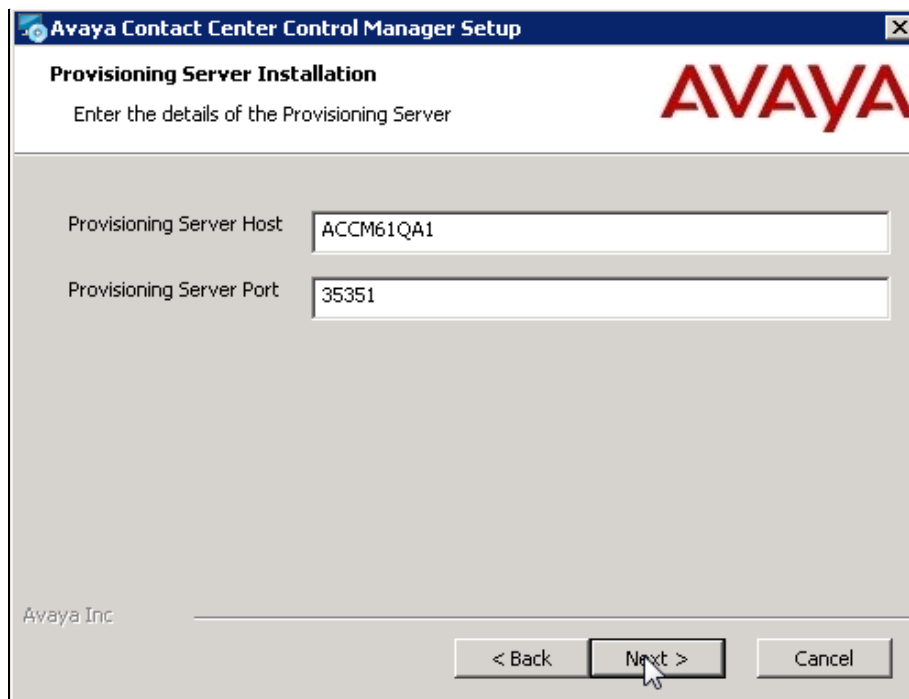
< Back Next > Cancel

18. In the Avaya Contact Center Control Manager Sync Database dialog box, perform the following steps:
 - a. In the **Synchronizer DB Name** field, enter the name of the ACCCMSYNC database as part of the installation.
By default, the sync name is ACCCMSYNC.
 - b. In the **DB Username** field, enter the name of the ACCCMSYNC database user.
The ACCCMSYNC application server uses this user id to access ACCCM database. By default the user name is ACCCMSYNC. You must change the database name, as there could be multiple users with the same sync name.
 - c. In the **DB Password** field, enter the password of the database user.
19. Click **Next**.
The system displays the following screen:



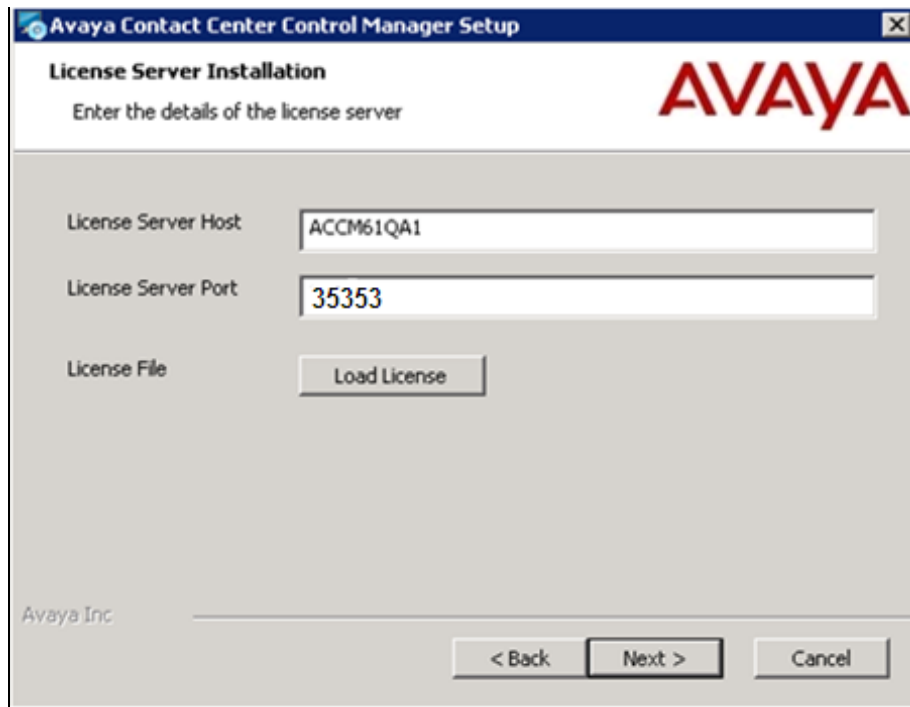
20. In the **Select Installation Folder** window, select the location path to install the ACCCM components and click **Next**.

The system displays the following screen:



21. In the server installation directory window, perform the following steps:
- In the **Provisioning Server Host** field, enter the host name that runs the provisioning server. By default, this corresponds to the server name where you run the installation wizard.
 - In the **Provisioning Server Port** field, enter the provisioning server port number. By default, the port number is 35351.
22. Click **Next**.

The system displays the following screen:



23. In the License Server installation window, perform the following steps:

- a. In the **License Server Host** field, enter the host name that runs the license server. By default, this corresponds to the server name where you run the installation wizard.
- b. In the **License Server Port** field, enter the license server port number. By default, the port number is 35353.

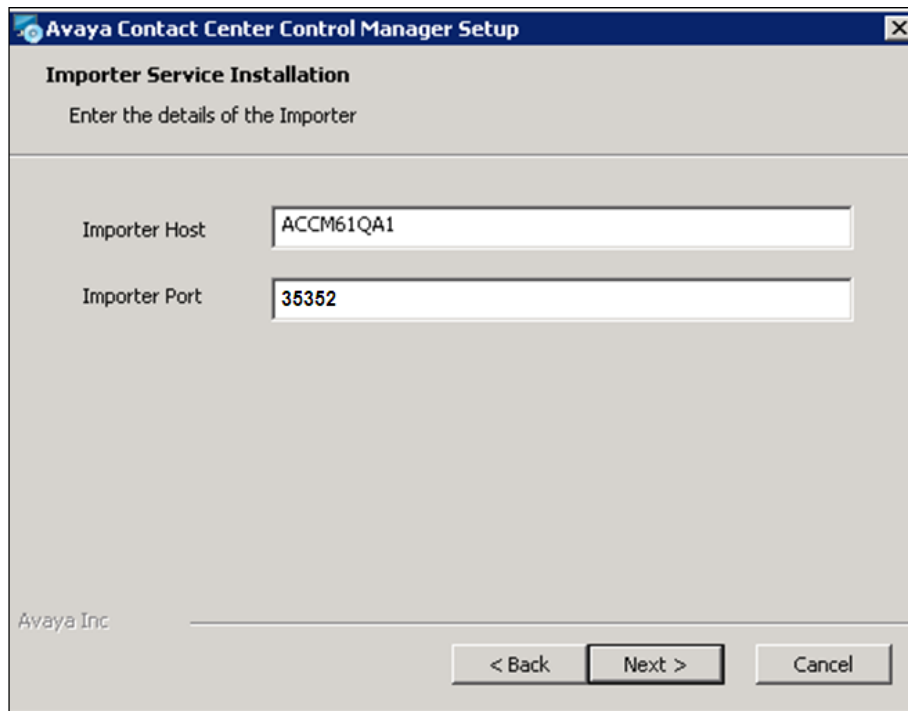
You can upload the ACCCM license file, which is an optional step. You can add the license file later manually.

- c. To upload the ACCCM license file, perform the following steps:
 - a. Click **Load License**.
 - b. Browse to the location of the ACCCM license file (license.lic), select the license file, and click **Open**.

The system closes the dialog box indicating the successful upload of the license.

24. Click **Next**.

The system displays the following screen:



Avaya Contact Center Control Manager Setup

Importer Service Installation
Enter the details of the Importer

Importer Host: ACCM61QA1

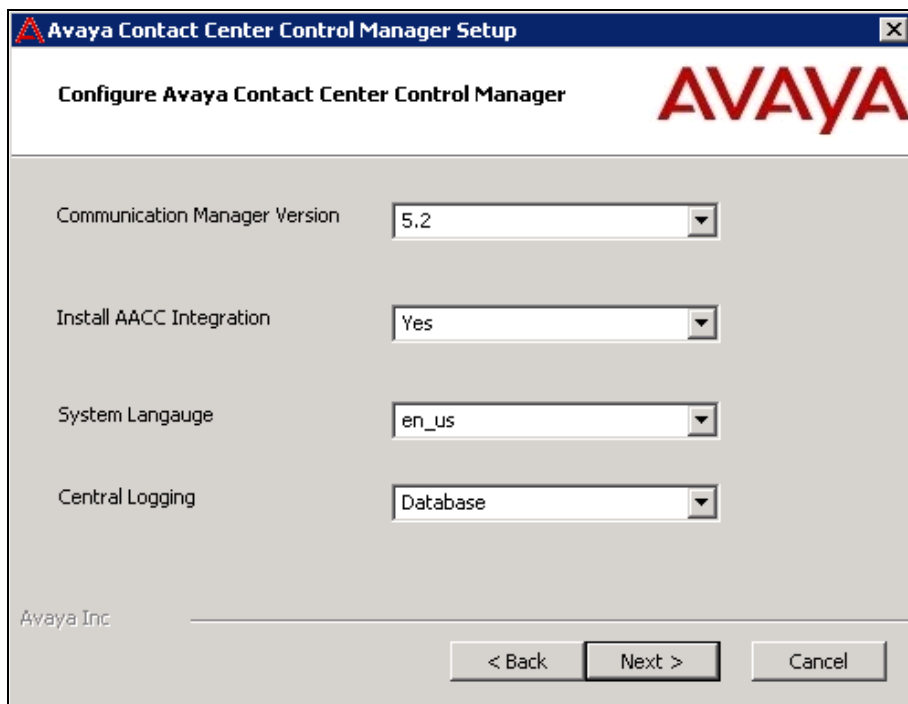
Importer Port: 35352

Avaya Inc

< Back Next > Cancel

25. In the importer server installation window, perform the following steps:
 - a. In the **Importer Host** field, enter the host name that runs the importer server. By default, this is the server name where you run the installation wizard.
 - b. In the **Importer Port** field, enter the importer server port number. By default, the port number is 35352.
26. Click **Next**.

The system displays the following screen:



Avaya Contact Center Control Manager Setup

Configure Avaya Contact Center Control Manager **AVAYA**

Communication Manager Version: 5.2

Install AACC Integration: Yes

System Language: en_us

Central Logging: Database

Avaya Inc

< Back Next > Cancel

27. In the Configure Avaya Contact Center Control Manager dialog box, perform the following steps:
 - a. From the **Communication Manager Version** drop-down list, select the

appropriate Avaya Aura® Communication Manager version.

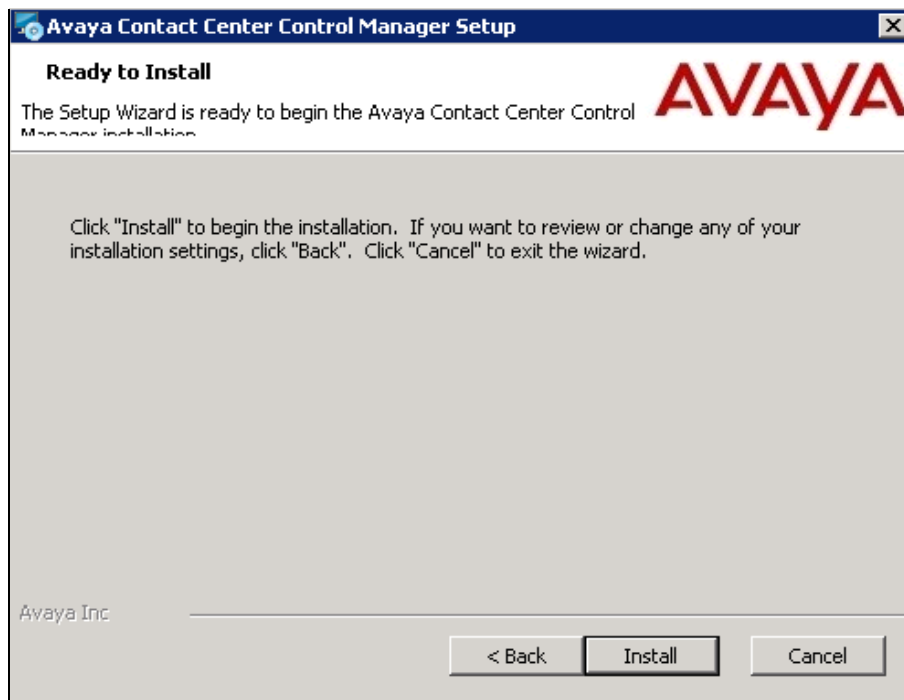
The system saves this value as the default Avaya Aura® Communication Manager version under the System Parameters of ACCCM. You can change this value after the installation from the ACCCM UI in the **System Parameters** tab.

- a. From the **Install AACC Integration** drop-down list, select the appropriate value.
By default, the value is set to **Yes**. If you do not plan to integrate AACC in this environment, change the value to **No**.
- b. From the **System Language** drop-down list, select the language that you want to install for the ACCCM UI. By default, the system language is set to *English*.
- c. From the **Central Logging** drop-down list, do one of the following:

Select...	To...
Database	store all system logs in the ACCCM database
Files	store all system logs on the file system.

28. Click **Next**.

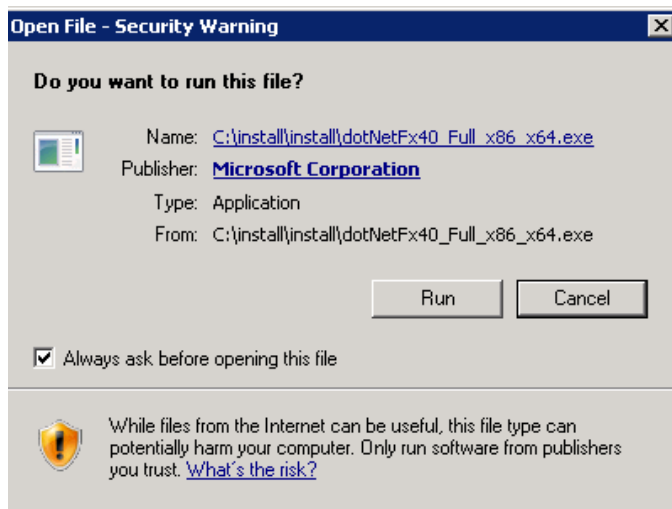
The system displays the following screen:



You can review or change the installation settings by clicking **Back**.

29. Click **Install** to begin the installation.

NOTE: During the installation process, the system may prompt you with a security warning window to approve the prerequisite installation. Accept the installation by clicking **Run**.



The installation process can take between 10 minutes to an hour, depending on the components that you have chosen to install.

Upon successful installation, the system displays the completion window.

30. Click **Finish** to close the installation wizard.

To verify the ACCCM installation, see [Testing the ACCCM installation on page 59](#).



Customizing the Microsoft SQL Server installation

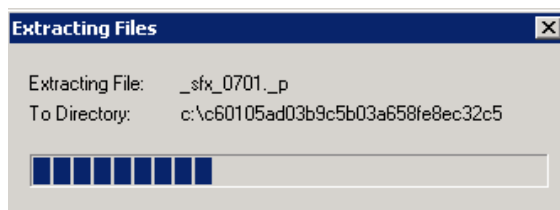
With the Custom SQL Server installation, you can configure the SQL Server settings during the installation process. You can also install the SQL Server setup manually from the ACCCM Installation CD.

Perform the following steps if you select the Custom option during the SQL installation process:

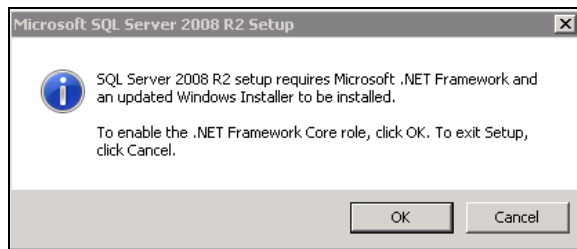


The system displays the following window, if you select Custom from the Microsoft SQL Server option.

The system begins the installation package and displays the SQL Server Installation wizard.

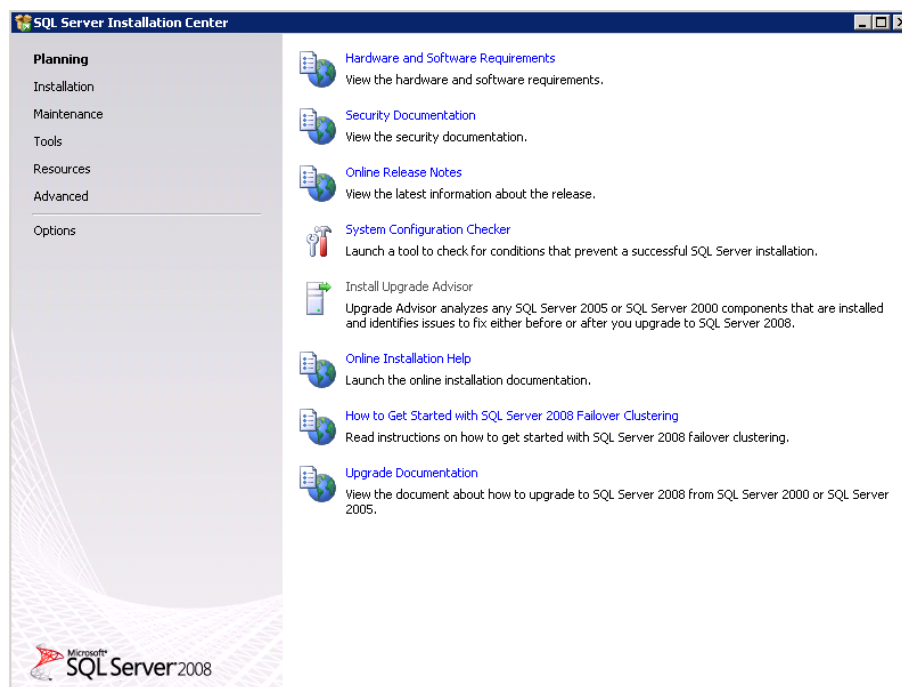


While extracting the files, the system might display the following screen:



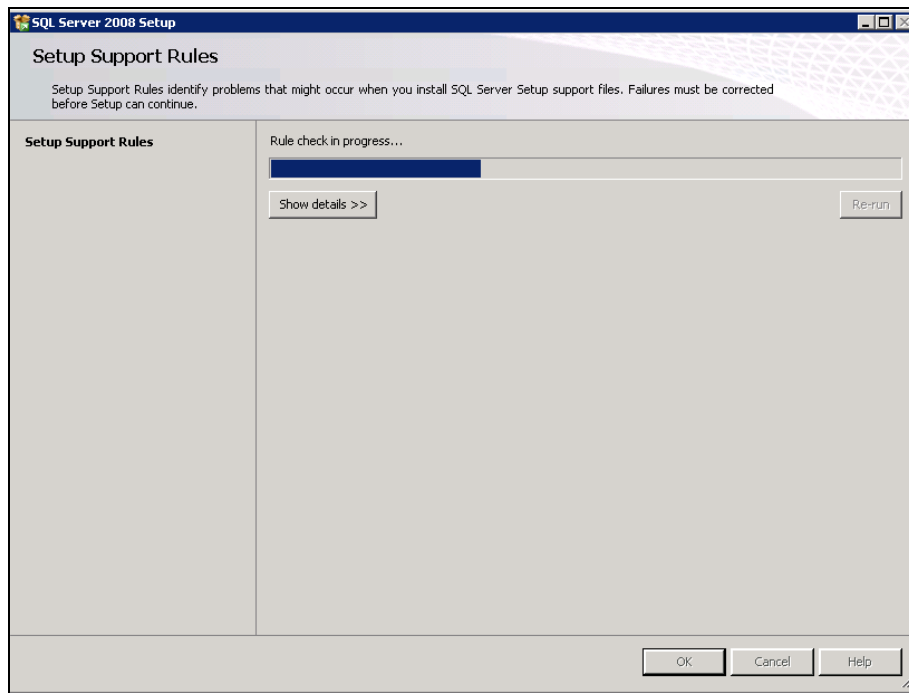
1. Click **OK**.
2. Navigate to the ACCCM Installation CD, locate the SQL Server setup, and click the **SQL Server** setup.

NOTE: If you select the **Custom** option during the installation process, the system begins the installation package automatically and displays the SQL Server Installation wizard.



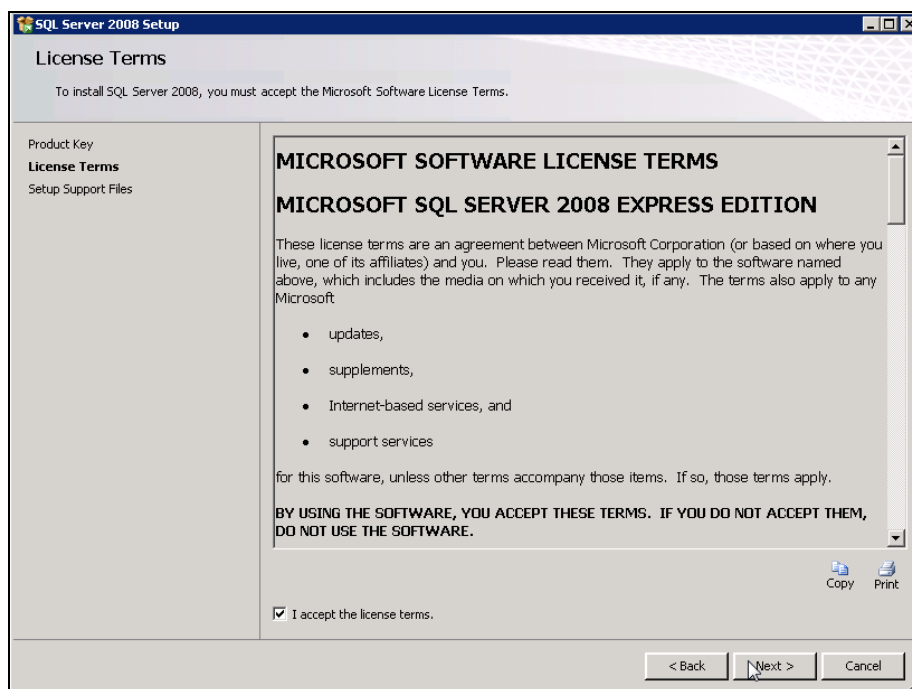
3. On the left pane of the SQL Server Installation wizard, click **Installation**.
4. Select **New SQL Server stand-alone installation or add features to an existing installation**.

The system begins the installation process and displays the following screen:



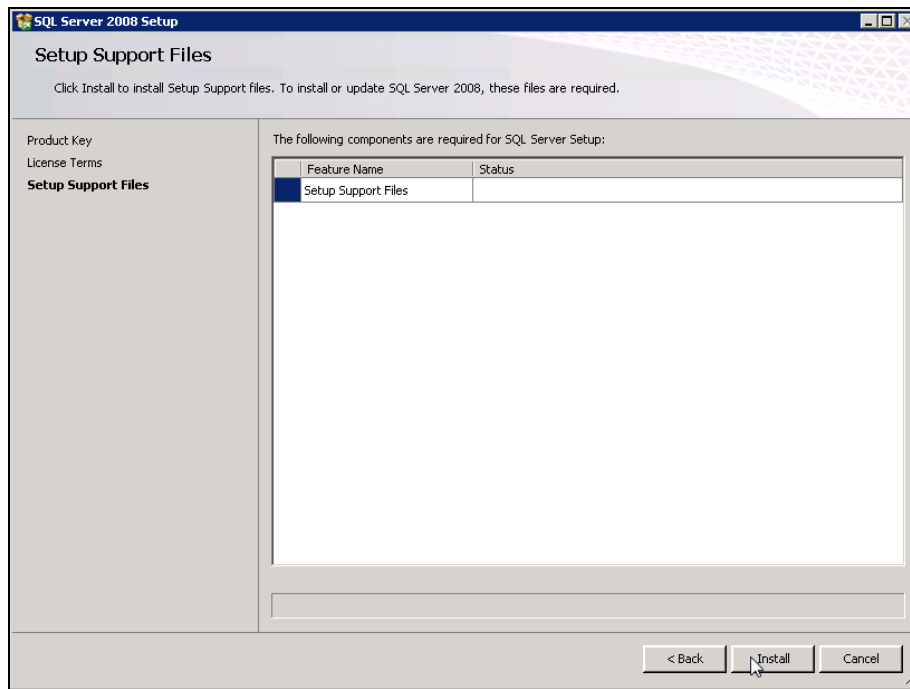
5. Select **I accept the license terms** and click **OK**.

The system displays the following screen:



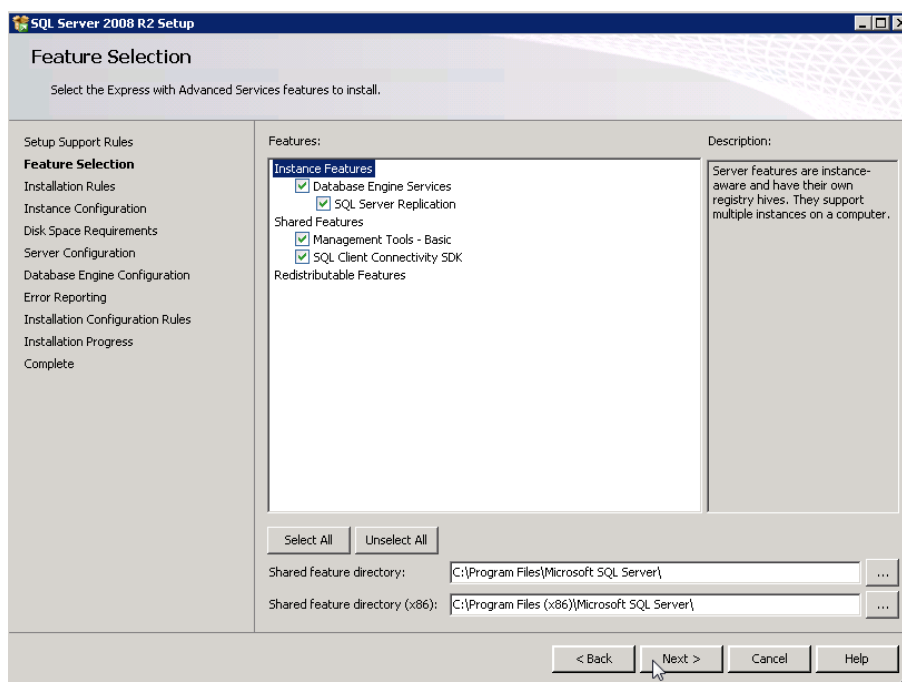
6. Click **Next**.

The system displays the following screen:



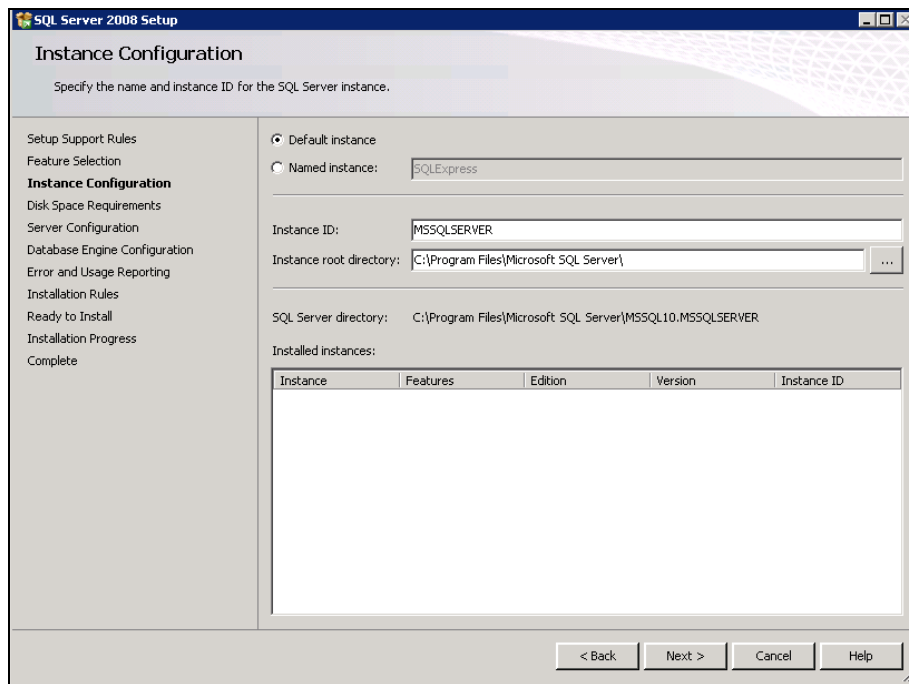
7. **Click Install.**
8. In the Feature Selection window, select all features and the installation location and click **Next**.

The system displays the following screen:



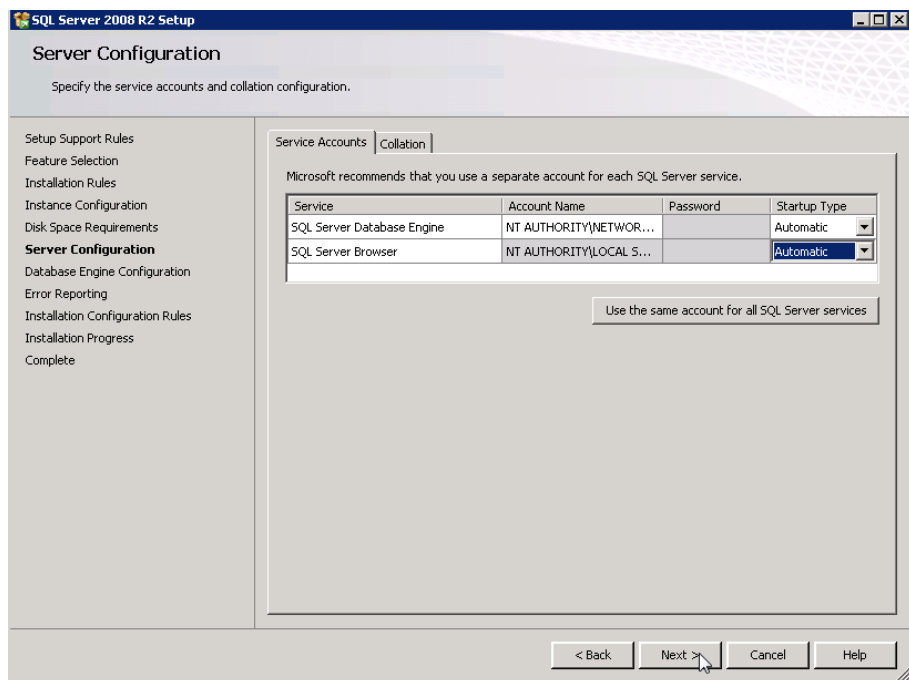
9. Select **Default instance** and select the location to store the instance.

The system displays the following screen:



10. Click **Next**.

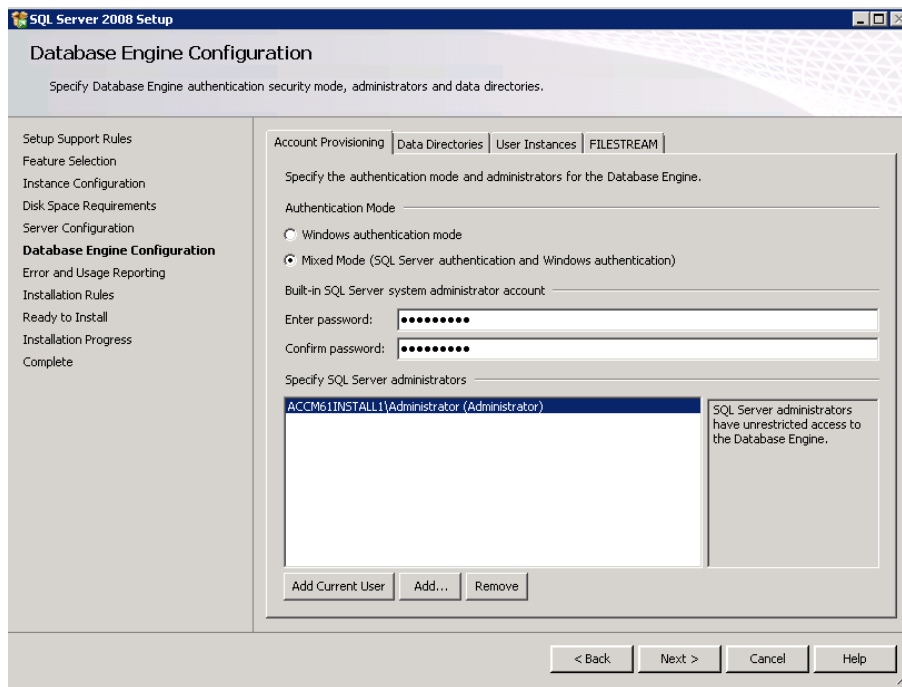
The system displays the following screen:



11. In the Server Configuration window, activate **SQL Server Browser** by changing the **Startup Type** to **Automatic**.

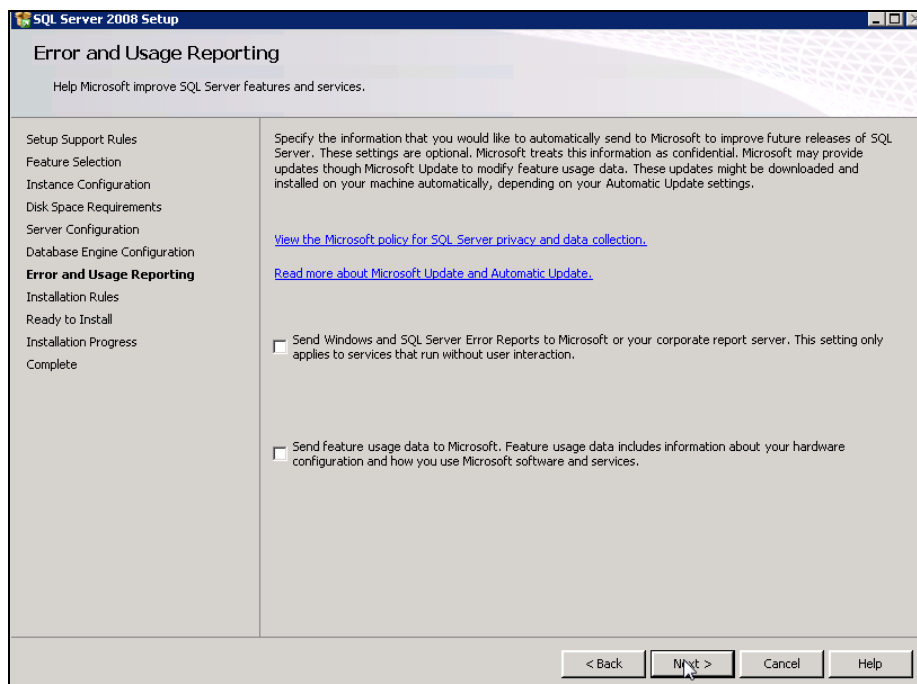
12. Click **Next**.

The system displays the following screen:



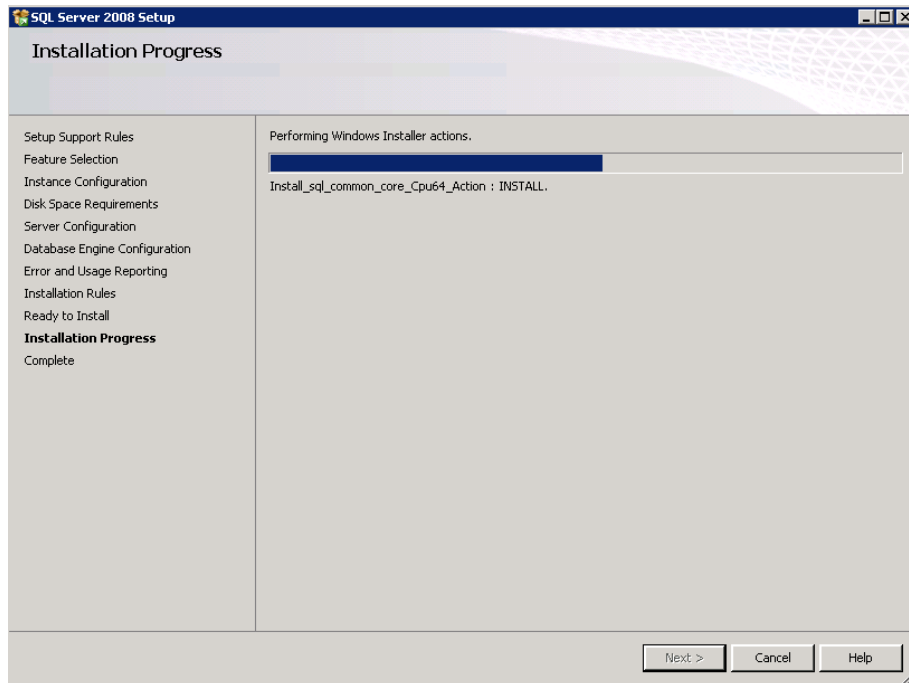
13. In the **Database Engine Configuration** window, perform the following steps:
 - a. Select **Mixed Mode (SQL Server authentication and Windows authentication)** as the authentication mode for both SQL Server and Windows.
 - b. In the **Enter password field**, enter the password of the SA database administrator.
 - c. In the **Confirm password field**, confirm the password.
Note: You must note down this password for later use during the database administration.
 - d. Click **Add Current User** to add a Windows administrative account for SQL Server user.

14. Click **Next**.



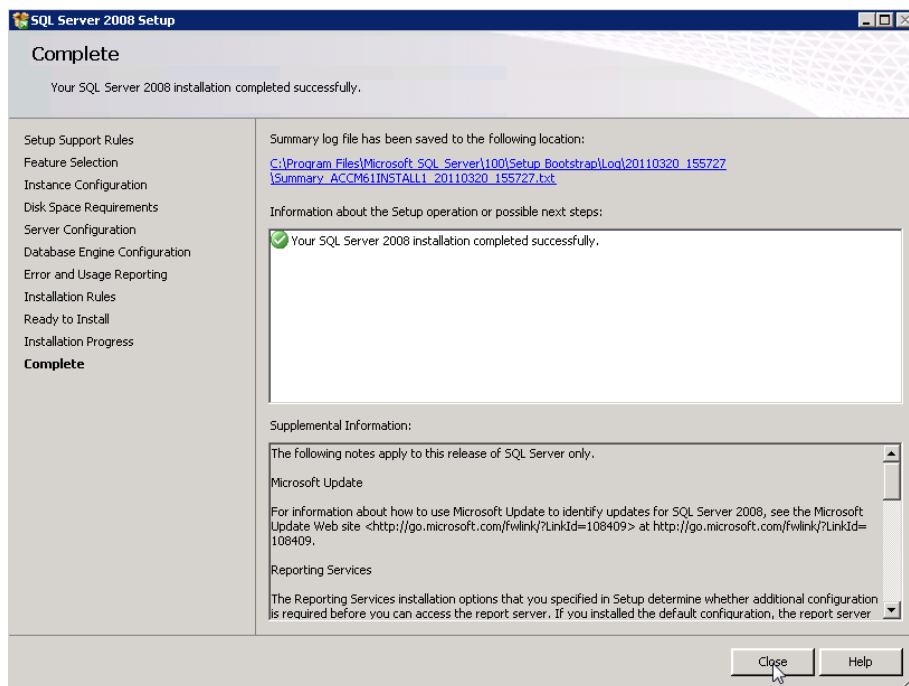
15. Click **Next**.

The system begins the installation process and displays the following screen:



16. Click **Close** to exit the installation wizard.

The system displays the following screen:



Installing the Avaya Voice Portal connector



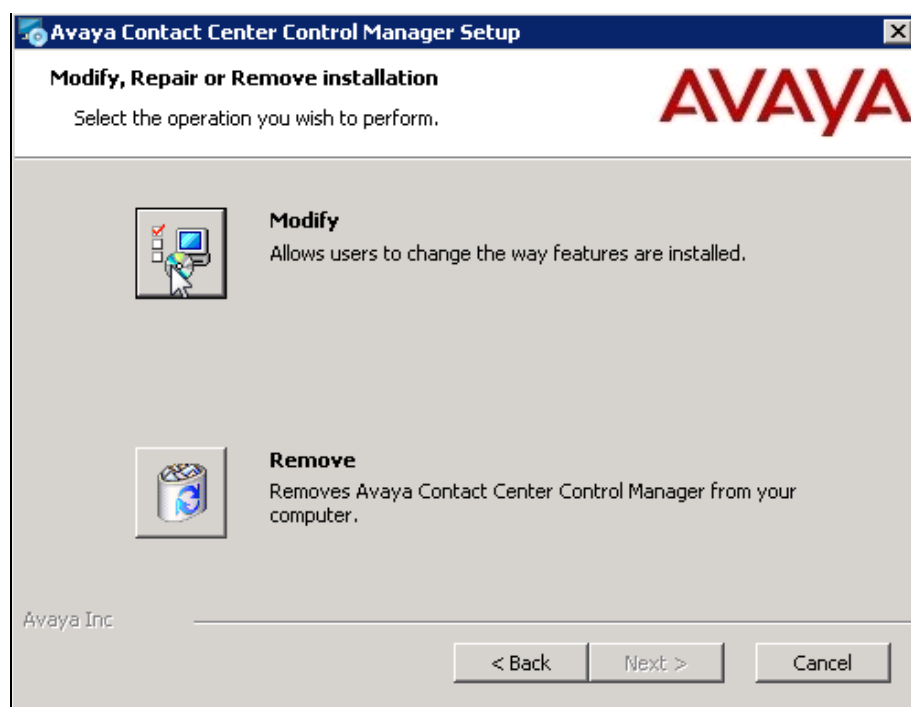
1. From the ACCCM installation CD, double-click the ACCCM installation wizard.

The system displays the following screen:



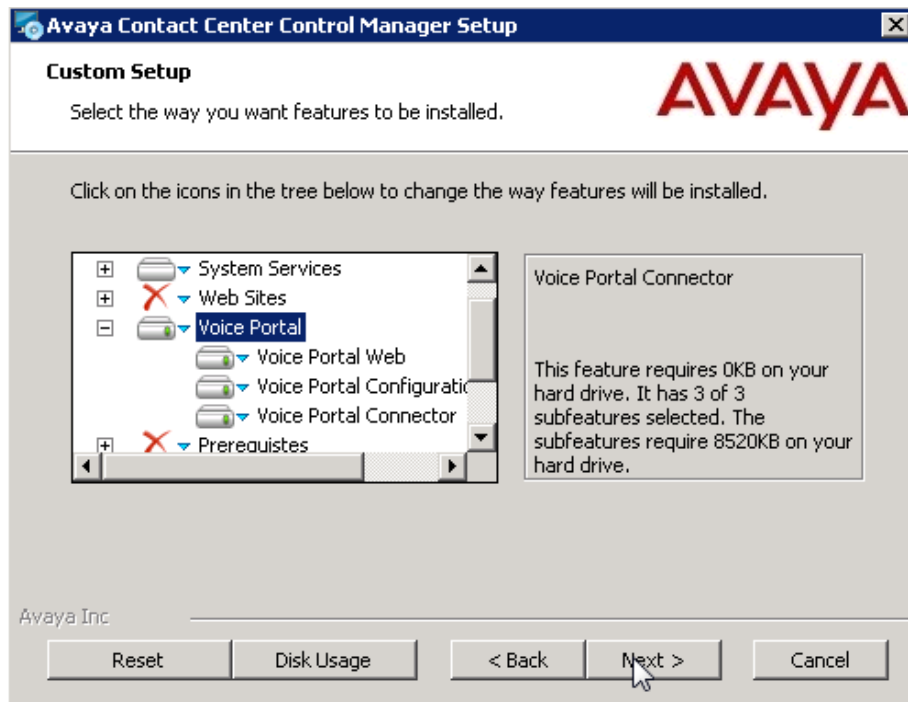
2. Click **Next**.

The system displays the following screen:



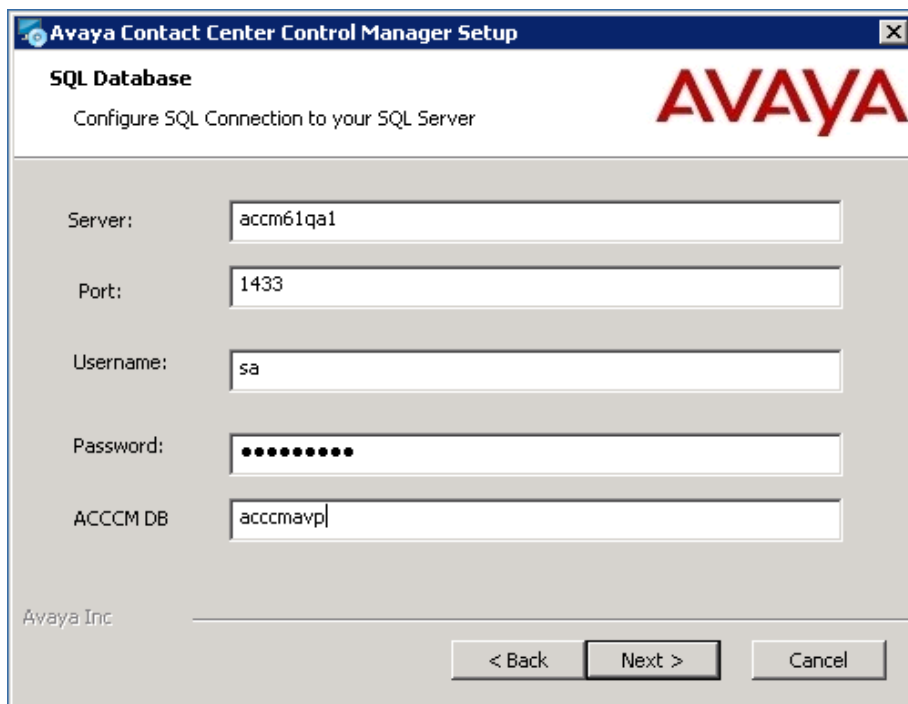
3. Click **Modify**.

The system displays the following screen:



4. In the Custom Setup window, select the **Voice Portal** components.

The system displays the following screen:



5. In the SQL Database window, perform the following steps:
 - a. In the **Server** field, enter the host name or the IP address of the server that hosts SQL Server.

By default, the system uses the host ACCCM server address. If you are using a database instance, enter the instance name. For example, enter the database name as **accmServer\sqlinstance**.

NOTE: The ACCCM default SQL Server installation does not install a special instance. Therefore, the value must be the server name or the IP address.

- b. In the **Port** field, enter the port number of SQL Server. The SQL Server uses **1433** as the default port.
- c. In the **Username** field, enter the database user name that is used for connecting to SQL Server.

You must use **SA** as the user name. If you do not have the SA user, you must use a user that has dbo access rights on the master database.

- d. In the **Password** field, enter the password of the user.
- e. In the **ACCCM DB** field, enter the name of the ACCCM database.

The database name is the original database you created for ACCCM application. By default, the database name is **ACCCM**.

6. Click **Next**.

The system displays the following screen:

7. In the Voice Portal Connector Configuration window, perform the following steps:

- a. In the **Database Server** field, enter the host name or the IP address of the server that hosts SQL Server.

By default, the system uses the host ACCCM server address. If you are using a database instance, enter the instance name. For example, enter the database name as **accmServer\sqlinstance**.

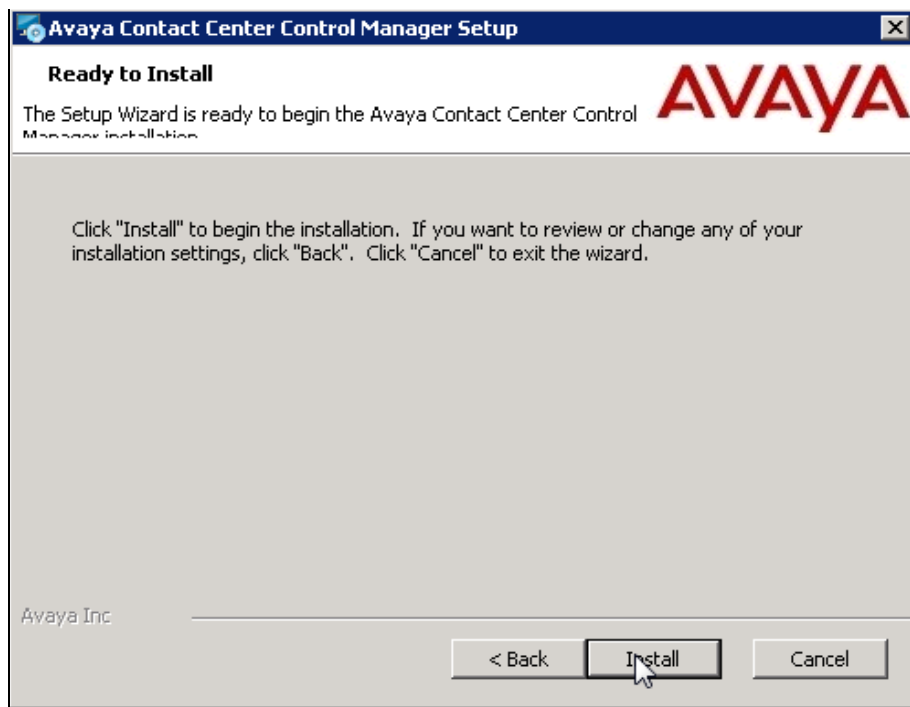
NOTE: The ACCCM default SQL Server installation does not install a special instance. Therefore, the value must be the server name or the IP address.

- b. In the **Port** field, enter the port number of Avaya Voice Portal Configuration database. The Avaya Voice Portal Configuration uses **1433** as the default port.
- c. In the **Database Name** and **Database User** fields, enter the database user name that is used for connecting to Avaya Voice Portal Configuration connector. By default, the database name and database user is **ACCCMAVP**.
- d. In the **Password** field, enter the password of the user.

The **database** name is the original database you created for ACCCMAMP. By default, the database name is **ACCCMAVP**.

8. Click **Next**.

The system displays the following screen:



You can review or change the installation settings by clicking **Back**.

9. Click **Install** to begin the installation.

The system displays the following screen:



10. Click **Finish** to complete the installation.



Installing the CAM services

Perform the following steps to install the CAM services using the ACCCM installing setup:

Prerequisites

- Ensure that .NET Framework 4.0 is installed.
- Microsoft MVC is installed using the ACCCM installation wizard.



1. From the ACCCM installation CD, double-click the ACCCM installation wizard.

The system displays the following screen:



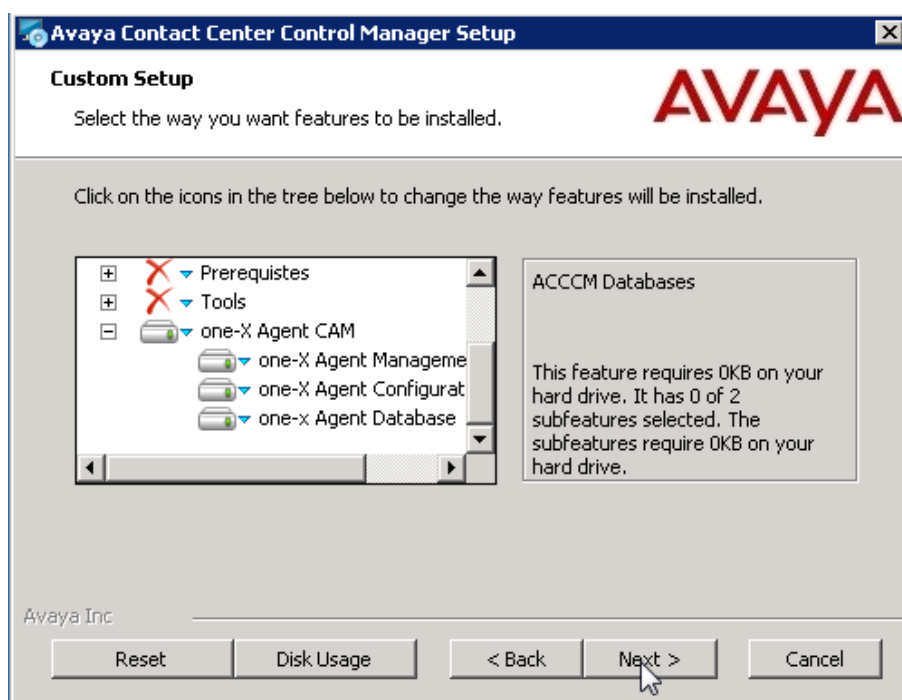
2. Click **Next**.

The system displays the following screen:



3. Click **Modify**.

The system displays the following screen:



4. Select the *one-X Agent CAM* component and click **Next**.

The system displays the following screen:

Avaya Contact Center Control Manager Setup

SQL Database

Configure SQL Connection to your SQL Server

AVAYA

Server: accm61qa1

Port: 1433

Username: sa

Password:

ACCCM DB: acccmayp

Avaya Inc

< Back Next > Cancel

5. In the SQL Database window, perform the following steps:

- a. In the **Server** field, enter the host name or the IP address of the server that hosts the SQL Server.

By default, the system uses the host ACCCM server address. If you are using a database instance, enter the instance name. For example, enter the database name as **accmServer\sqlinstance**.

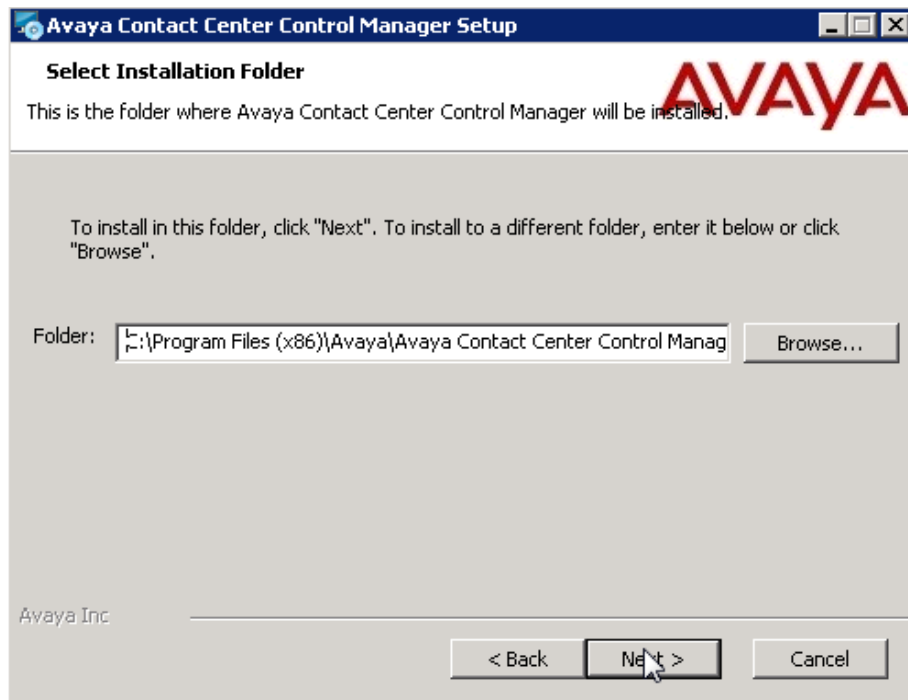
NOTE: The ACCCM default SQL Server installation does not install a special instance. Therefore, the value must be the server name or the IP address.

- b. In the **Port** field, enter the port number of SQL Server. SQL Server uses **1433** as the default port.
- c. In the **Username** field, enter the database user name that is used for connecting to SQL Server. Use the SA user. If you do not have the SA user, use the user that has *dbo* access rights on the master database.
- d. In the **Password** field, enter the password of the user.
- e. In the **ACCCM DB** field, enter the name of the ACCCM database.

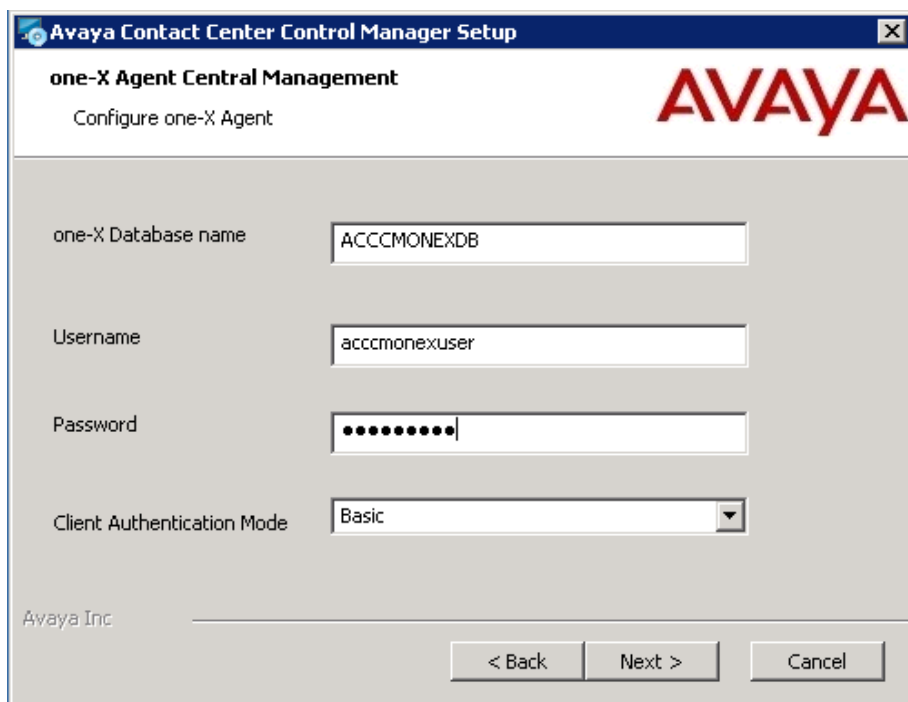
The database name is the original database you created for ACCCM. By default, the database name is **ACCCM**.

6. Click **Next**.

The system displays the following screen:



7. Select the location to install the Avaya one-X Agent components and click **Next**.
The system displays the following screen:



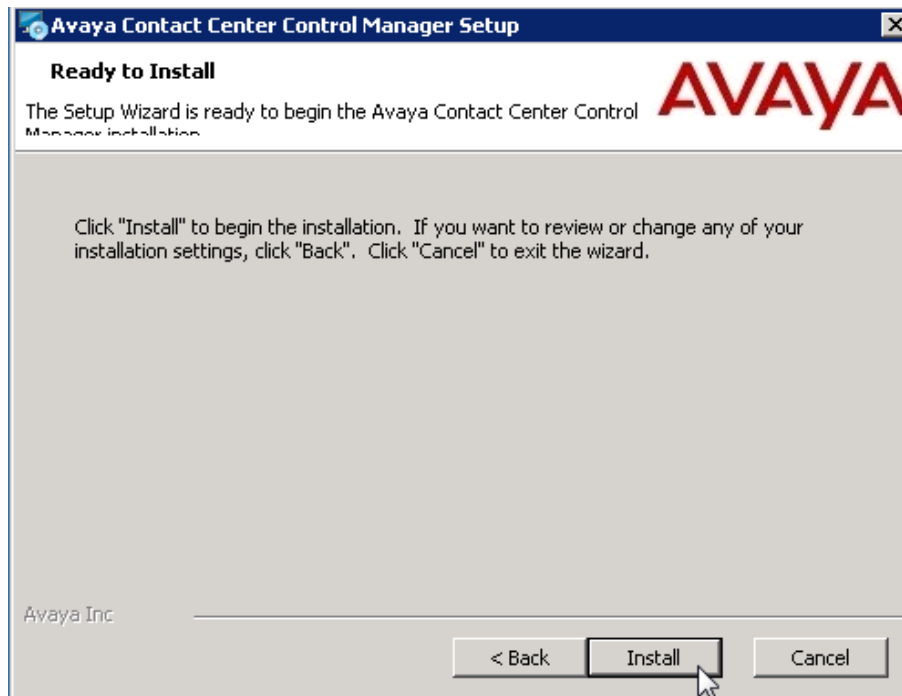
8. In the one-X Agent configuration window, perform the following steps:
 - a. In the **one-X Database Name** field, enter the name of the Avaya one-X® Agent Central Management database. By default, the database name is **ACCCMONEXDB**.
 - b. In the **Username** field, enter **acccmonexuser**.
 - c. From the Authentication dropdown list, select one of the following:

Select...	For
-----------	-----

Select...	For
Basic	Standard username and password that are authenticated with the Avaya one-X® Agent database.
SSO	Single Sign-on with active directory.

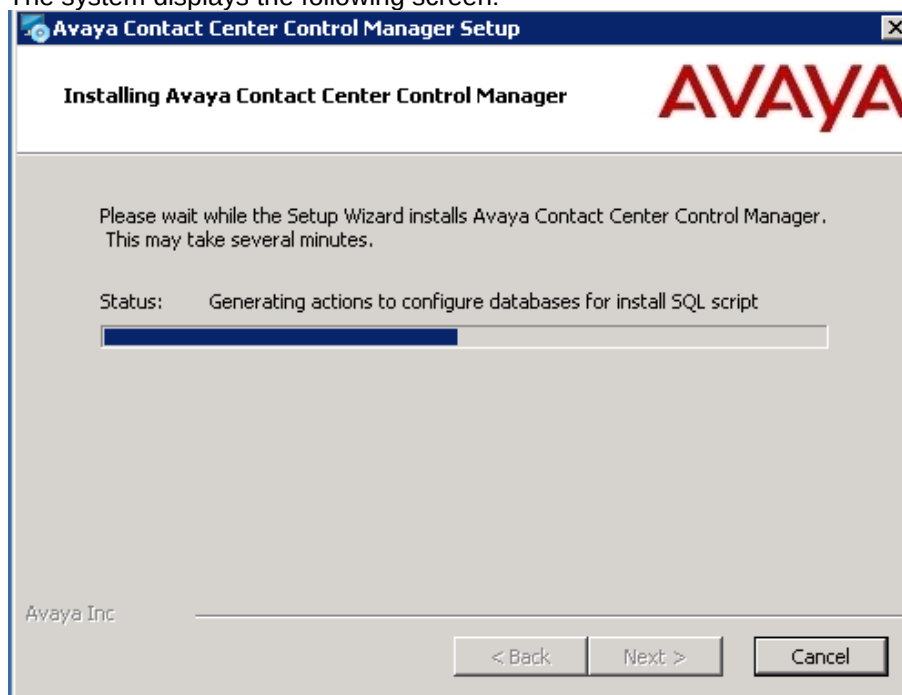
9. Click **Next**.

The system displays the following screen:



10. Click **Install** to complete the installation.

The system displays the following screen:



11. Click **Next**.

The system displays the following screen:



12. Click **Finish** to complete the installation.



Installing the EMC website

Perform the following steps to install the EMC website using the ACCCM installing setup:



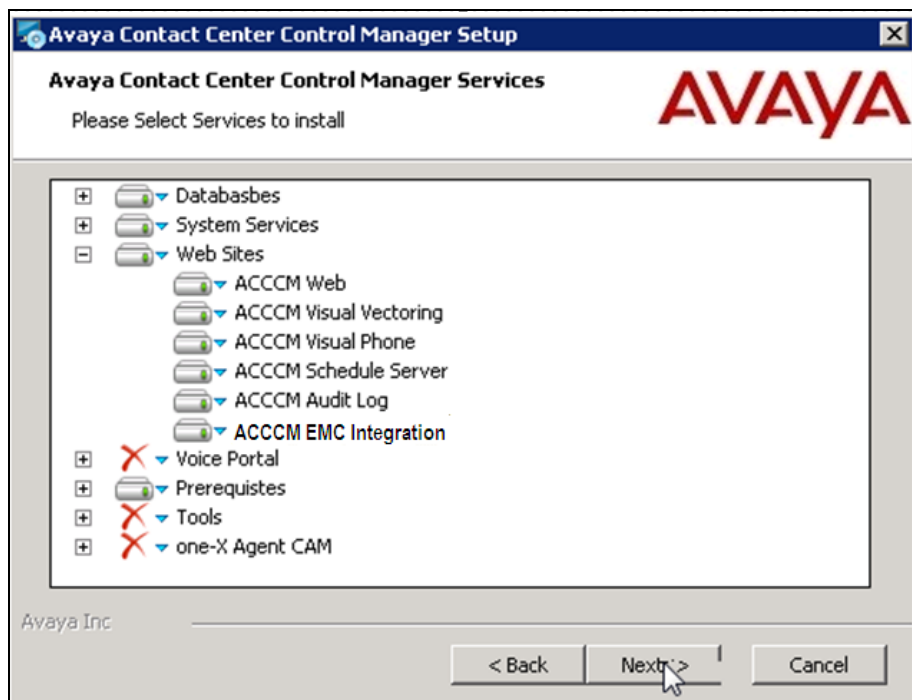
1. From the ACCCM installation CD, double-click the ACCCM installation wizard.

The system displays the following screen:



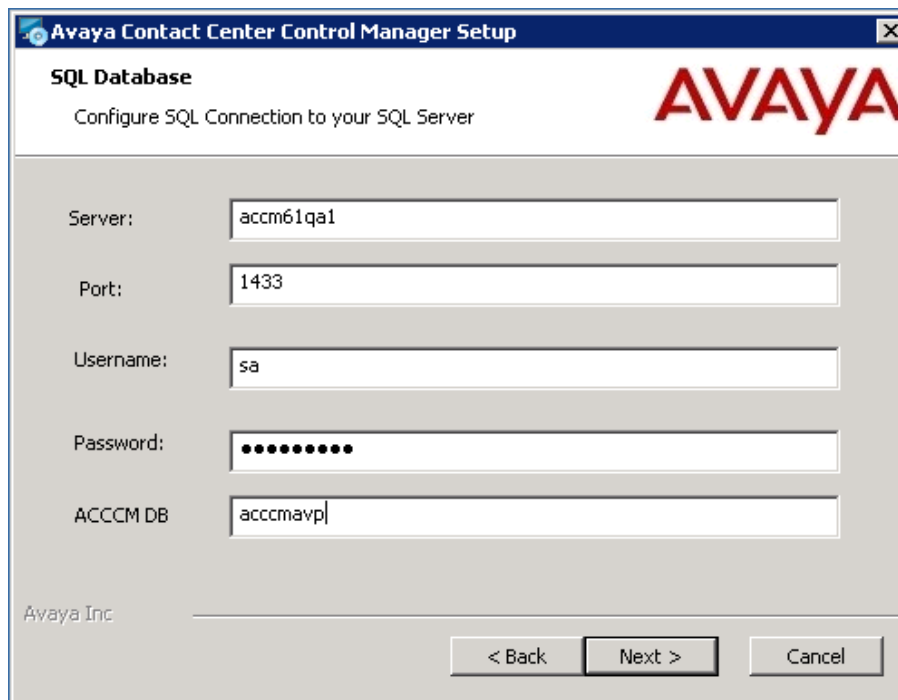
2. Click **Next**.

The system displays the following screen:



3. Select the **ACCCEM EMC Integration** and click **Next**.

The system displays the following screen:



4. In the SQL Database configuration window, perform the following steps:
 - a. In the **Server** field, enter the host name or the IP address of the server that hosts SQL Server.

By default, the system uses the host ACCCEM server address. If you are using a database instance, enter the instance name. For example, enter the database name as **accmServer\sqlinstance**.

NOTE: The ACCCEM default SQL Server installation does not install a special

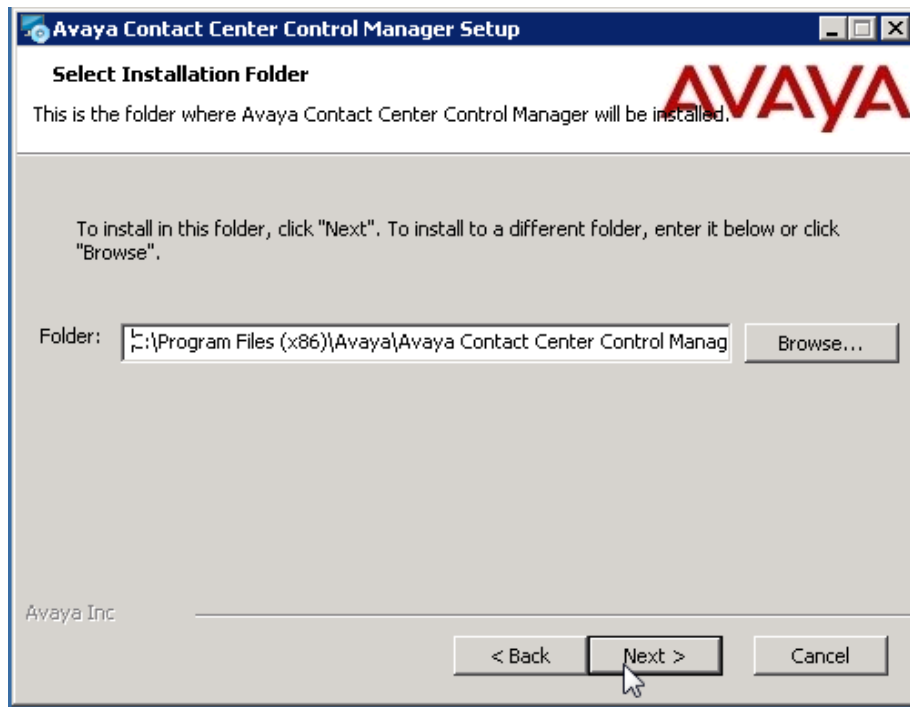
instance. Therefore, the value must be the server name or the IP address.

- b. In the **Port** field, enter the port number of SQL Server. SQL Server uses **1433** as the default port.
- c. In the **Username** field, enter the database user name that is used for connecting to SQL Server. Use the SA user. If you do not have the SA user, use a user that has *dbo* access rights on the master database.
- d. In the **Password** field, enter the password of the user.
- e. In the **ACCCM DB** field, enter the name of the ACCCM database.

The database name is the original database you created for ACCCM. By default, the database name is *ACCCM*.

5. Click **Next**.

The system displays the following screen:



6. Select the location to install the Avaya EMC and click **Next**.

The system displays the following screen:

Avaya Contact Center Control Manager Setup

Configure EMC Integration
Enter the details of your EMC system

AVAYA

Database Server: enteremcdatabaserver

Database Port: 1433

Database Name: acs

Username: acs

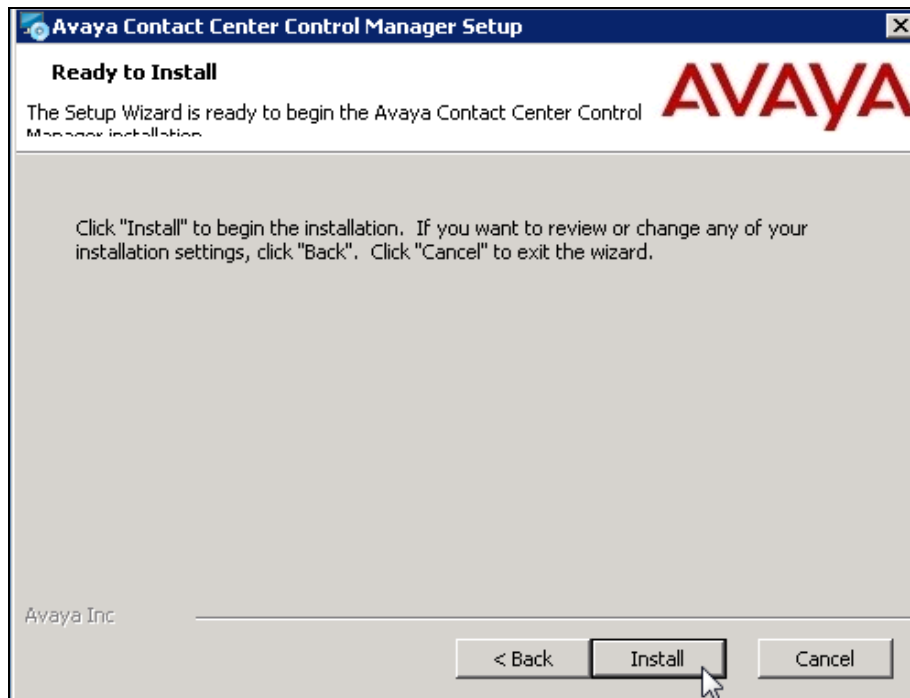
Password:

Avaya Inc

< Back Next > Cancel

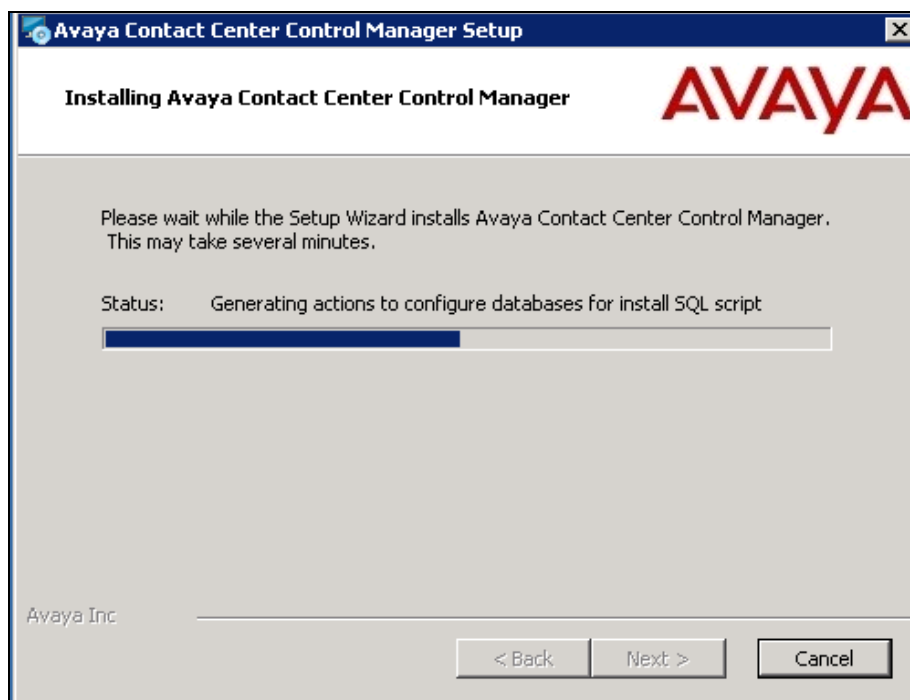
7. In the Configure EMC integration window, perform the following steps:
 - a. In the **Database Server** field, enter the host name or IP address of the SQL server that hosts the EMC ACS database.
 - b. In the **Database Port** field, enter the port of the SQL server database. By default, the database is 1433.
 - c. In the **Database Name** field, enter the name of the EMC ACS database. By default, the database name is ACS.
 - d. In the **Username** field, enter the user name that has DBO access rights on the ACS database. ACCCM uses this user to update the information in the EMC ACS database.
 - e. In the **Password** field, enter the password of the user.
8. Click **Next**.

The system displays the following screen:



9. Click **Install** to complete the installation.

The system displays the following screen:



10. Click **Next**.

The system displays the following screen:



11. Click **Finish** to complete the installation.



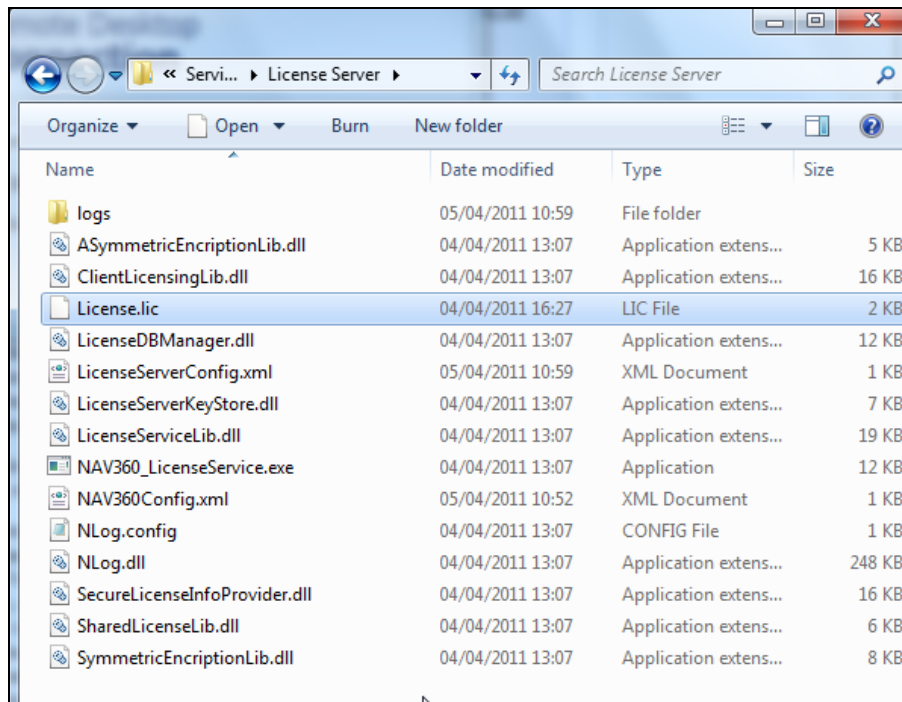
To manually install Avaya EMC connector, see [Chapter 8: Installing the EMC connector manually on page 94](#).

Testing the ACCCM installation



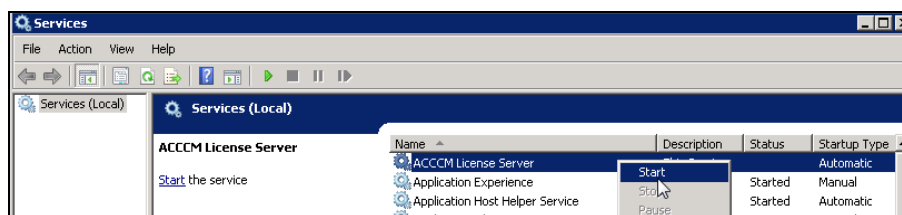
1. To test the installation and to start the system, start ACCCM License Server.
2. Perform one of the followings steps:
 - If you had uploaded the license file during the installation, you can skip this step and go to Step [4](#).
 - If you have not uploaded the license file, go to Step [3](#).
3. Copy the license file (license.lic) to the license server folder.

NOTE: The file must be located in [installlocation]\avaya\avaya contact center control manager\services\license server.

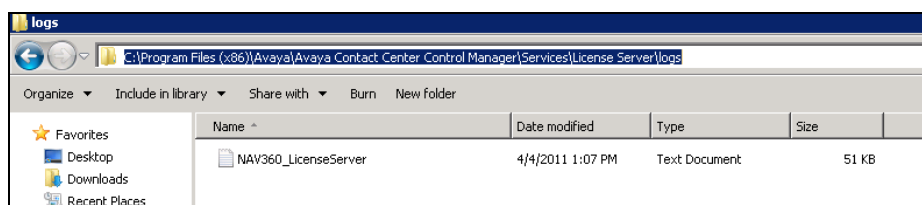


4. Open the Windows Services.

The system starts the service.



5. If the service fails to start, verify the service log files for details.



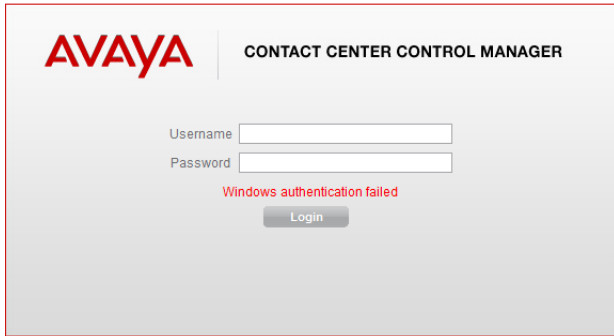
6. Start all other system services that you decided to install, except the AD Sync service.

The service name starts with ACCCM; the following window displays all the system services. However, in the installation, there might be a different list.

Name	Description	Status	Startup Type
ACCCM AD Sync	Active Dire...		Automatic
ACCCM Audit Log Server	This servic...		Automatic
ACCCM AVP Data Memory Storage	ACCCM AV...	Started	Automatic
ACCCM AVP DB Loader	ACCCM AV...	Started	Automatic
ACCCM Importer	This servic...		Automatic
ACCCM License Server	This Servic...		Automatic
ACCCM Log Cleaner	ACCCM Lo...		Automatic
ACCCM Provisioning Server	This servic...		Automatic
ACCCM Schedule Server	This servic...		Automatic
ACCCM Synchronizer	This servic...		Automatic
ACCCM Vector Auditing	ACCCM Vis...		Automatic

7. Open the Internet Explorer browser and in the address base, enter [http://\[acccmServerName\]/acccm](http://[acccmServerName]/acccm).

The system displays the following screen:



AVAYA | **CONTACT CENTER CONTROL MANAGER**

Username

Password

Windows authentication failed

Login

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials. All users must comply with all corporate instructions regarding the protection of information assets.

8. In the ACCCM log-in page, perform the following steps:
- In the **Username** field, enter admin as the user name.
 - In the **Password** field, enter itnv as the password.

When you login for the first time, the system displays the password change page, prompting you to change the password.



AVAYA | **CONTACT CENTER CONTROL MANAGER**

Your password has expired. Please choose a new password.

The password should be in English at least 1 characters length.

New Password

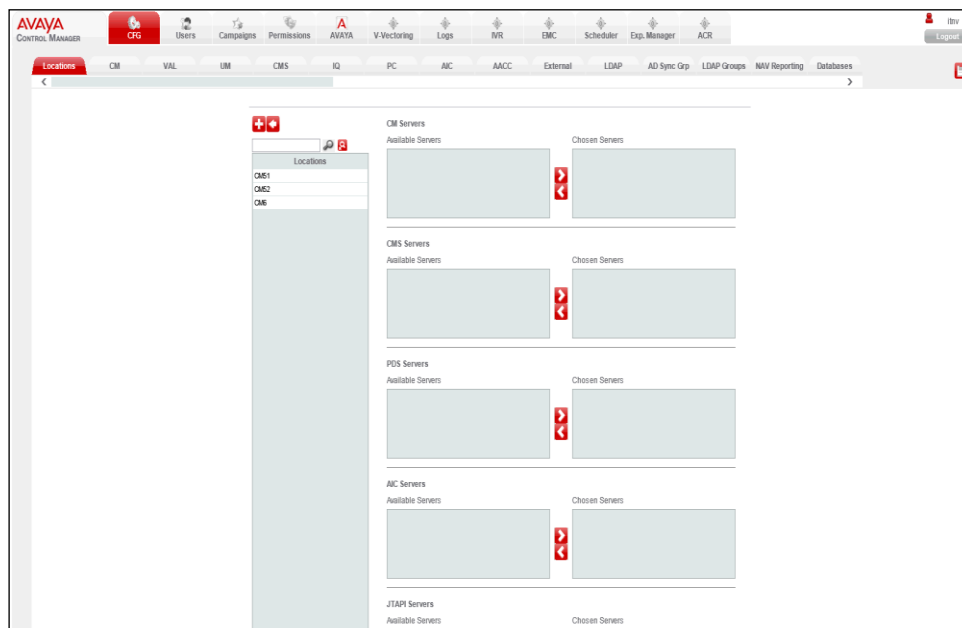
Confirm password

Update Cancel

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials. All users must comply with all corporate instructions regarding the protection of information assets.

9. In the **New Password** field, enter the new password.
10. In the **Confirm Password** field, reenter the new password and click **Update**.

The system displays the following screen:



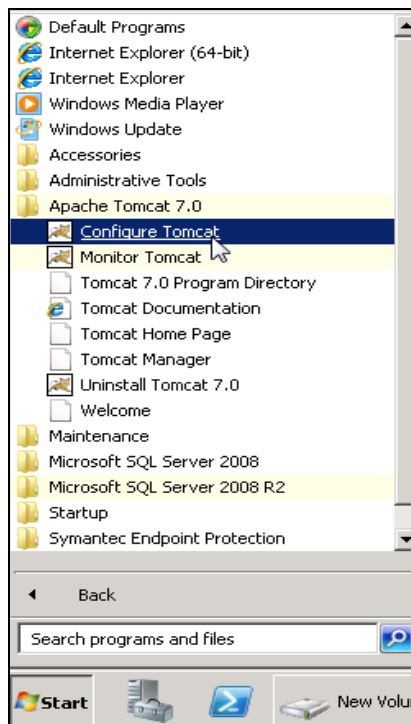
Testing the ACCCM Sphere environment

The Sphere installation package adds two additional windows services.

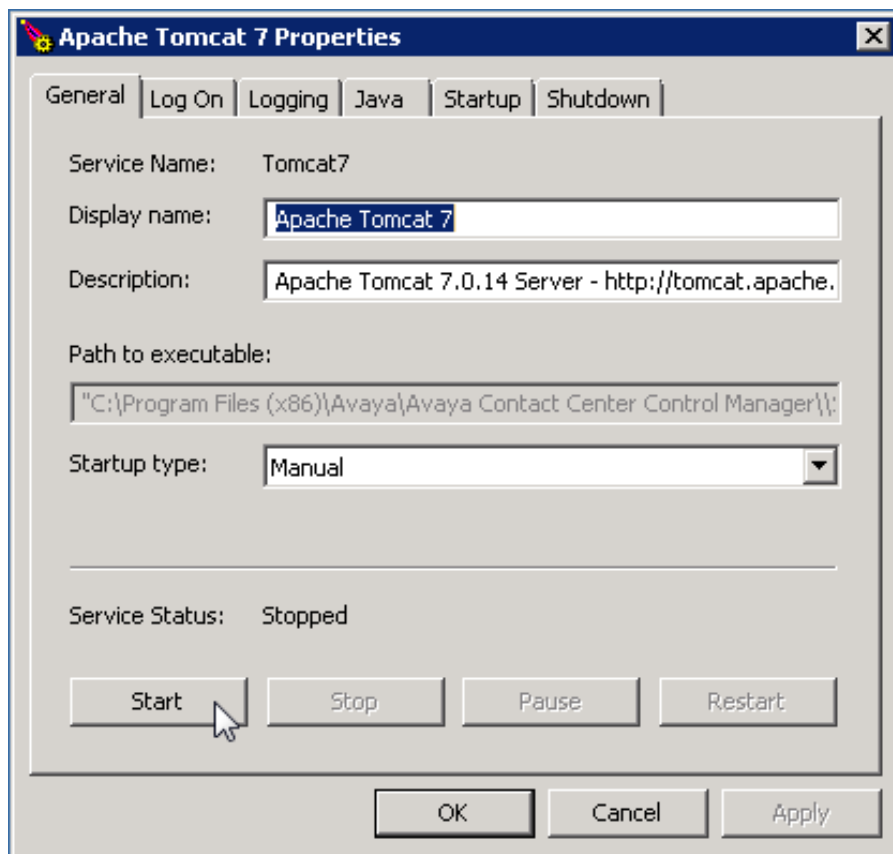
	ACCCM Sphere Engine	ACCCM Sp...	Started	Automatic	Local
	ACCCM Sphere Feeder	ACCCM Sp...	Started	Automatic	Local
	ACCCM Synchronizer	This servic...		Manual	Local
	ACCCM Tracker License	This Servic...	Started	Automatic	Local
	ACCCM Vector Validation	This servic...		Automatic	Local
	Apache Tomcat 7	Apache To...	Started	Automatic (D...	Local



1. Start the services from the windows services screen manually.
Sphere installs Apache Tomcat as part of the system prerequisites.
2. Start the Tomcat server manually after the installation completes.
3. From the Apache Tomcat 7.0 folder, start **Configure Tomcat**.



4. In the **General** tab, click **Start**.



The system starts the Tomcat service.



Chapter 5: Setting up the initial configuration

This chapter describes how to configure various settings after you install the ACCCM system. The chapter includes:

- [Creating a Avaya Aura® Communication Manager user for ACCCM on page 64](#)
- [Setting up the Avaya Aura® Communication Manager Integration with ACCCM on page 66](#)
- [Assigning Avaya Aura® Communication Manager to a location on page 68](#)
- [Running the initial sync application on page 68](#)

Creating a Avaya Aura® Communication Manager user for ACCCM



1. Log on to Avaya Aura® Communication Manager to gain access to the Avaya Aura® Communication Manager Administration interface.

The system displays the following screen:

2. In the Administrator Accounts page, select **Add Login > Privileged Administrator** and click **Submit**.

The system displays the following screen:

Administrator Accounts -- Add Login: Custom Login

This page allows you to add a new administrator login with parameters of your choosing.

Login name	nav360test
Primary group	susers ←
Additional groups (profile)	prof3 ←
Linux shell (/sbin/nologin for no shell)	/bin/bash
Home directory	/var/home/nav360test
Lock this account	☐
Date after which account is disabled-blank to ignore (YYYY-MM-DD)	
Select type of authentication	☒ Password ☐ ASG: enter key ☐ ASG: Auto-generate key
Enter password or key	•••••
Re-enter password or key	•••••
Force password/key change on next login	☐ Yes ☒ No

3. In the Add Login page, perform the following steps:
 - a. In the **Login name** field, enter the administrator user name, for example, nav360test.
 - b. In the **Primary group** field, enter the group name, for example, susers.
 - c. In the **Additional groups (profiles)** field, enter the name of the group profile, for example, prof2.
4. Click **Submit**.
5. Log on to Avaya Site Administration (ASA) as a DADMIN user (or higher).
6. Activate craft2 for the ACCCM user.

```

This system is restricted to authorized users for legitimate business purposes.
Unauthorized access is a criminal violation of the law.
Copyright 1992 - 2009 Avaya Inc. All Rights Reserved.
Except where expressly stated otherwise, this Product is protected by copyright
and other laws respecting proprietary rights. Certain software programs or
portions thereof included in this Product may contain software distributed
under third party agreements, which may contain terms that expand or limit
rights to use certain portions of the Product. Information identifying third
party components and terms that apply to them are available on Avaya's web
site at: http://support.avaya.com/ThirdPartyLicense/.

login to the ASA with DADMIN login and execute the following:

enable craft2 nav360

Identifier command word(s) omitted; please press HELP
Command: enable craft2 nav360test
  
```

7. Log out and log on again to ASA as an ACCCM user and set the user's PIN code.



Setting up the Avaya Aura® Communication Manager Integration with ACCCM



1. Log on to <http://<ACCCM server IP address>/ACCCM> as administrator.

The system displays the ACCCM home page.

2. On the ACCCM home page, navigate to **CFG > CM**.

The system displays the following screen:

CM Provider Alias Name	CM Provider path	CM Provider DSN
CMProvider	http://localhost/	1

3. To add a new Avaya Aura® Communication Manager, on the **CM** tab, select the **Activate CM Provider functionality** option and perform the following steps:

- a. In the **CM Alias Name** field, enter the Avaya Aura® Communication Manager alias name, for example, CM_01.
- b. In the **CM IP Address** field, enter the IP address of the Avaya Aura® Communication Manager for SAT. The IP address is same as ASA.
- c. In the **CMS ACD** field, enter the CMS ACD that the CM uses.

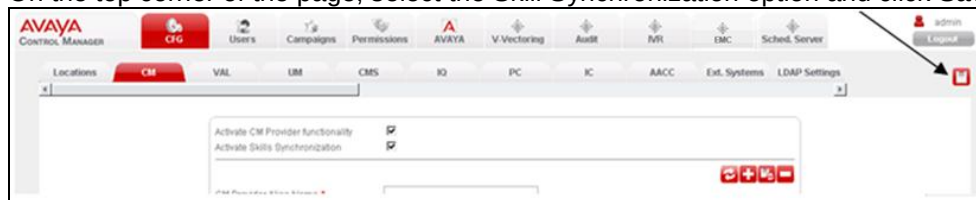
The default value is 1.

- d. In the **CMS Username** field, enter the Avaya Aura® Communication Manager user name user that ACCCM uses.
- e. In the **CM Password** field, enter the password of the Avaya Aura® Communication Manager user.
- f. From the **CM Type** drop-down list, select the Avaya Aura® Communication Manager Server type that ACCCM uses.
- g. From the **CM Version** drop-down list, select the Avaya Aura® Communication Manager version that ACCCM uses.
- h. From the **Is PIN required** drop-down list, select the option as Yes, if a PIN code is required for the Avaya Aura® Communication Manager user.
- i. From the **Is PIN required** drop-down list, select the option as Yes, if a PIN code is required for the Avaya Aura® Communication Manager user.
- j. From the **Business Advocate** drop-down list, select one of the following options:
 - i. Select Yes if you have activated business advocate on Avaya Aura® Communication Manager.

- ii. Select *No* if you do not have the Business Advocate feature.
- k. Select the **Is Automatic** option if the TTI feature appears. You can find this feature in the **Display system-parameters** feature command on Avaya Aura® Communication Manager.

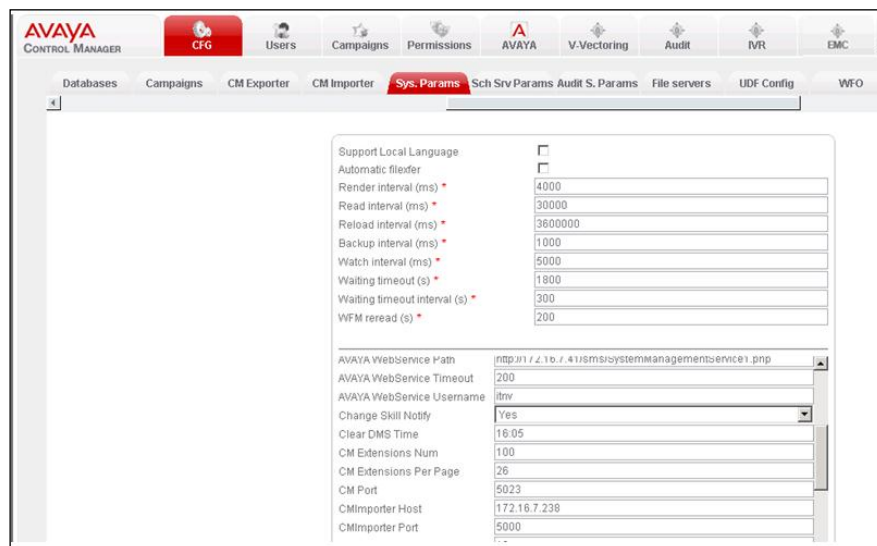
```
change system-parameters features Page 3 of 18
FEATURE-RELATED SYSTEM PARAMETERS
TTI/PSA PARAMETERS
WARNING! SEE USER DOCUMENTATION BEFORE CHANGING TTI STATE
Terminal Translation Initialization (TTI) Enabled? y
TTI State: voice TTI Security Code: 1234
Default COR for Dissociated Sets:
Unamed Registrations and PSA for IP Telephones? n
Customer Telephone Activation(CTA) Enabled? n
Don't Answer Criteria For Logged Off IP/PSA/TTI Stations? n
Hot Desking Enhancement Station Lock? n
EMU PARAMETERS
EMU Inactivity Interval for Deactivation(hours):
CALL PROCESSING OVERLOAD MITIGATION
Restrict Calls: stations-first
```

4. Click **Add** to add a new Avaya Aura® Communication Manager.
5. On the top corner of the page, select the Skill Synchronization option and click **Save**.



6. To configure the port that is used for communication with Avaya Aura® Communication Manager, go to **CFG** and click the **Sys. Params** tab.

The system displays the following screen:



7. In the **Sys. Params** tab, perform the following steps:
 - a. Modify the default Avaya Aura® Communication Manager version.
 - b. Ensure that the communication port is set to 5022.
8. Click **Save**.

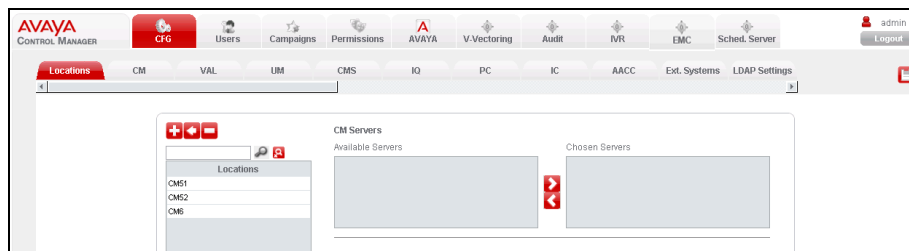


Assigning Avaya Aura® Communication Manager to a location



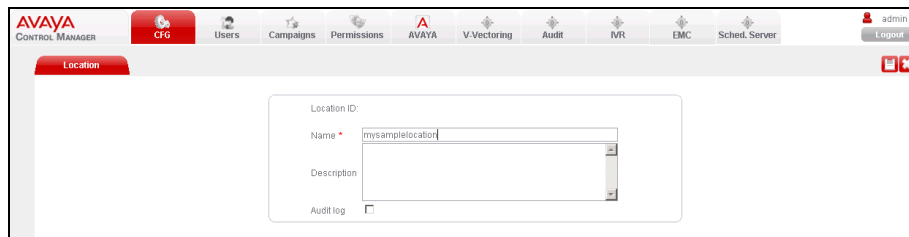
1. On the ACCCM home page, navigate to **CFG > Locations**.

The system displays the following screen:

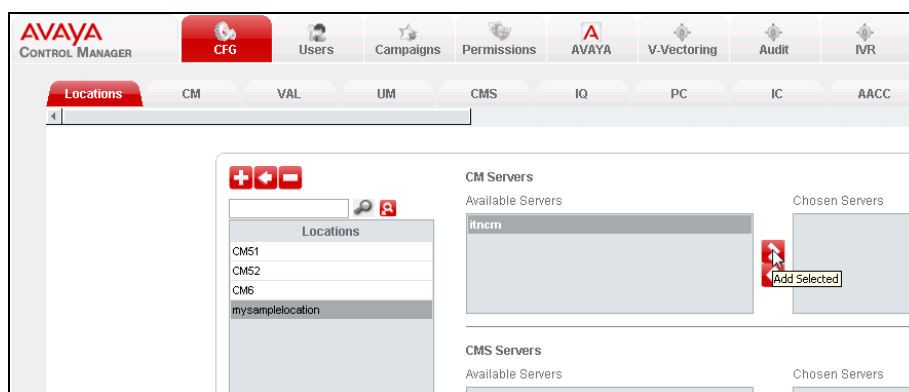


2. On the **Location** tab.

The system displays the following screen:



3. Click **Add** and perform the following steps:
 - a. In the **Name** field, enter the name of the location.
 - b. In the **Description** field, enter the description of the location.
 - c. Select **Audit Log** to activate audit logging for this location.
4. Assign the Avaya Aura® Communication Manager to the location and click **Save**.



Running the initial sync application

The initial synchronization process synchronizes all the information from Avaya Aura® Communication Manager in to the ACCCM database. If you are planning a multi location

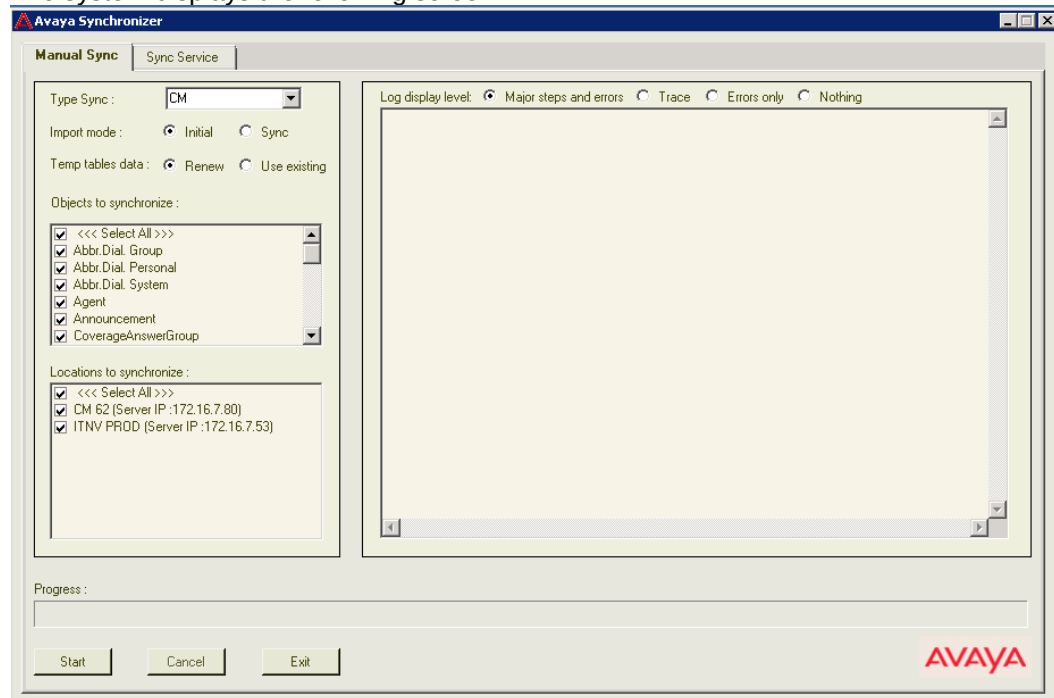
deployment or a multi Avaya Aura® Communication Manager deployment, you must configure the environment before running the synchronization.

Perform the following steps to backup the database before starting the synchronization:

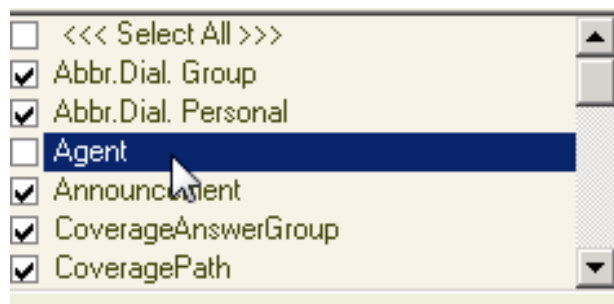


1. On the ACCCM server, navigate to the synchronizer folder and start the **Nav360_syncronizer.exe** application.

The system displays the following screen:



2. In the **Objects to synchronize** pane, clear the *Agent* option.



3. Click **Start** to begin start the initial synchronization process.
The system begins the synchronization process.
4. Click **Exit** and start the ACCCM system.
5. On the ACCCM home page, navigate to the **Avaya** tab.
The system displays the following screen:

AVAYA

CONTROL MANAGER

CFG

Users

Campaigns

Permissions

AVAYA

V-Vectoring

Audit

IVR

EMC

Sched. Server

Save Translat

Logout

Extensions

VDNs

Skills

Hunt Groups

Holiday Tbl.

Coverage

Announcem.

Service Hours

Extensions

Off PBX Station

Off PBX Config

Pickup Group

Hunt Groups

Data module

Abbr. Dialing Group

Abbr. Dialing Personal

Abbr. Dialing Enhanced

Announcem.

Coverage path

Intercom Group

Group Page

Term Ext Group

Templates

Extension

Extension No.	Name	Extension Template	Location
☐ 3006	_EXT-300633aa		mysamplelocation
☐ 3020	3020API		mysamplelocation
☐ 3034	3034	64080+	mysamplelocation
☐ 3036	3036API-Nteet		mysamplelocation
☐ 3051	st23	9620	mysamplelocation
☐ 3071	sdttff	9650	mysamplelocation
☐ 3113	3113w	9620	mysamplelocation
☐ 3142	3142API-Nteet		mysamplelocation
☐ 3144	dasdas	9630	mysamplelocation
☐ 3162	nicdmc	4824	mysamplelocation
☐ 3167	test_86205IP		mysamplelocation
☐ 3181	asdasdas	64080+	mysamplelocation
☐ 3184	maximilian	64080+	mysamplelocation
☐ 3186	3186	64080+	mysamplelocation
☐ 3189	ilan	64080+	mysamplelocation
☐ 3190	3190API		mysamplelocation
☐ 3203	sdff3203	64080+	mysamplelocation
☐ 3207	dmbry	64080+	mysamplelocation

To configure the system to run the periodic synchronization with Avaya Aura® Communication Manager, see [Chapter 6: Configuring the Synchronizer service on page 71](#).



Chapter 6: Configuring the Synchronizer service

This chapter includes:

- [Configuring the Synchronizer Service interval on page 71](#)
- [Synchronizer Parameters on page 72](#)
- [Installing multiple synchronization services on page 74](#)
- [Using ACCCM templates on page 75](#)
- [Managing the default template for extensions on page 76](#)
- [Synchronizing Call Center Elite Agents on page 77](#)
- [Synchronizing Considerations in complex environments on page 81](#)
- [Synchronizing extensions on page 83](#)
- [Disabling Synchronization of Specific Objects on page 84](#)

Configuring the Synchronizer Service interval



1. On the ACCCM home page, navigate to **CFG > Locations**.

The system displays the following screen:



2. In the **Location** tab, perform the following steps:
 - a. Select the **Sync Location** option.
The system activates the sync parameter fields.
 - b. To synchronize the location data, select one of the following options:

To synchronize the location data at regular interval	Select
By seconds	The Every Seconds option and enter the value in seconds. The suggested value is 600 or above in seconds.
By periodicity	The Daily At option and set the time in hours.

- c. Click **Save**.
3. Go to the windows services and perform the following steps:
 - a. Double-click **NAV360 Synchronizer**.
The system displays the **NAV360 Synchronizer** window.
 - b. In the Startup type drop-down list, select **Automatic (Delayed Start)**.
 - c. Click **Apply**.
4. In the Services window, right-click **NAV360 synchronizer** and select **Start**.



Synchronizer Parameters

The ACCCM synchronizer provides several parameters that you can control from the ACCCM user interface. By default, the system has pre-configured parameters.

Use the following steps to change the parameters:



1. On the ACCCM home page, navigate **CFG > Synchronizer**.

The system displays the following screen:

ID	Service name	Finish CM process waiting time	Default sync. period (sec)	Min. service sync. period (sec)	Min. history sync. period (sec)	Max. History sync. period (sec)	TimeOfDay tables number
1	ACCCM Sync	100	100	100	100	100	8

2. In the Synchronizer tab, select the existing synchronizer record and perform the following steps:
3. In the **Service Name** field, type a name.
4. In the **Finish CM process waiting time** field, type the time out value between the sync application and the Avaya Aura® Communication Manager in seconds. The value is 100 seconds.
5. In the **Min. service sync period (sec)** field, type the interval value in seconds, which the system synchronizes with Avaya Aura® Communication Manager in seconds. The value is 3600 seconds. However, you must set the value to 86400 seconds.
6. In the **Min. history sync. period (sec)** field, type the interval as 20 seconds.
7. In the **Max. history sync. period (sec)** field, type the interval as 60 seconds.

8. In the **TimeOfDay tables number** field, type the interval as 8.
9. From the **File log mode** drop-down list, select one of the following options:
 - No log
 - Error only
 - Major steps
 - Trace mode
10. From the **Event viewer log mode** drop-down list, select one of the following options:
 - No log
 - Error only
 - Major steps
 - Trace mode
11. In the **Log relative path** field, type the path for the log file.
12. In the **Error log relative path** field, type the path for the log file.
13. In the **Data source** field, type the server name of the database that hosts the ACCCM sync service.
14. In the **Initial catalog** field, type the ACCCM sync database name. The database name is usually ACCCM Sync.
15. In the **User ID** field, type the user name of the ACCCM sync database.
16. In the **Password** field, type the password of the ACCCM sync database user.
17. Click **Add** to update the details.
18. Update the server record.



Configuring additional synchronizer services

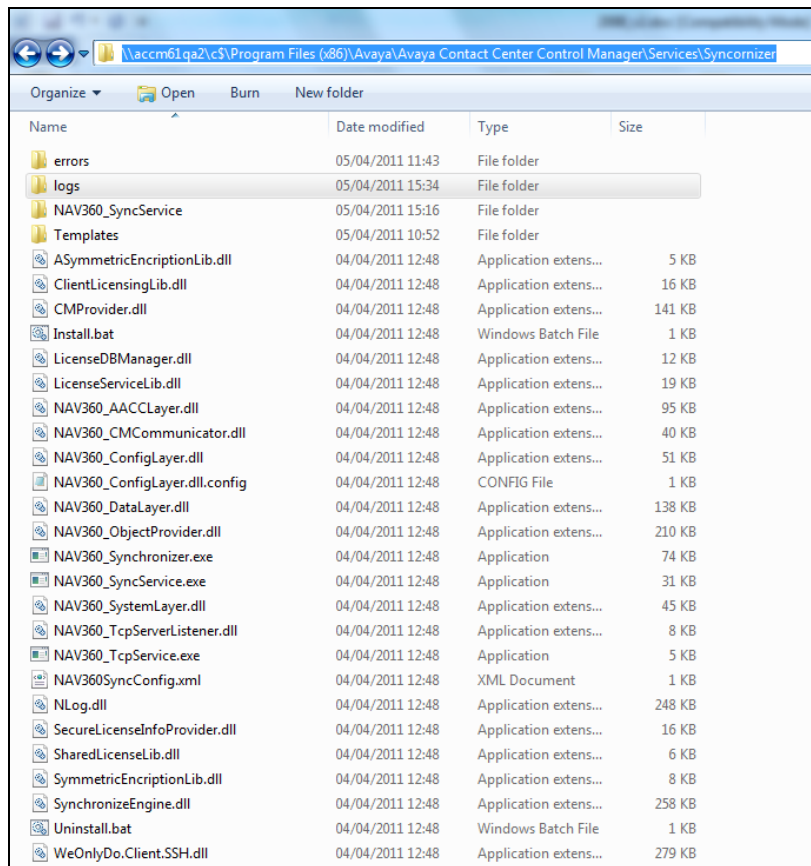
By default, the synchronizer that ACCCM installs is the primary synchronizer and is used by the system. You can configure additional synchronizer services. For details on configuring multiple synchronizer services, see [Installing multiple synchronization services on page 74](#).

Each synchronizer has a unique ID that ACCCM generates. By default, the unique ID of the synchronizer is 1.

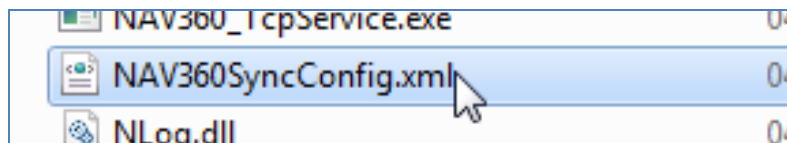
Perform the following steps if you have deleted the synchronizer configuration in ACCCM and generated a new synchronizer configuration to change the synchronizer ID in the synchronizer service configuration file.



1. Navigate to the folder of the Synchronizer service.



2. Right-click the **NAV360SyncConfig.xml** file and edit the file in a text editor.



3. In the **NAV360SyncConfig.xml** file, edit the syncserviceid and enter the ID that was created in the ACCCM UI.

```
<syncserviceid>1</syncserviceid>
```

4. Click **Save** and close the file.



Installing multiple synchronization services

ACCCM supports multiple synchronization services that you can use with a single ACCCM database. Use multiple synchronizers only if a single Synchronizer does not comply with the synchronization requirements.

NOTE: You can synchronize single synchronizer service information from multiple Avaya Aura® Communication Manager. Do not configure several Synchronizers if you have more than one Avaya Aura® Communication Manager.

Perform the following steps if you install an additional Synchronizer in your environment:



1. On the ACCCM home page, navigate **CFG > Synchronizer**.

The system displays the Synchronizer tab.

2. In the **Synchronizer** tab, configure the synchronizer parameters.

The system displays the following screen:

Service ID		File log mode *	Major steps
Service name *	accmsync	Event viewer log mode *	Major steps
Finish CM process waiting time *	100	Log relative path *	logs
Default sync. period(sec) *	100	Error log relative path *	errors
Min. service sync. period(sec) *	100	Data Source *	accm61install1
Min. history sync. period(sec) *	100	Initial Catalog *	accmsync
Max. History sync. period(sec) *	100	User ID *	accmsync
TimeOfDay tables number *	8	Password *	*****
Continue On Error *	☒		

3. Click **Add to** add the record to the table.

The system generates a record ID for the synchronizer. Each synchronizer has a unique ID.

4. Configure the record in the synchronizer service.
5. Navigate to the folder of the synchronizer service and follow the steps in [Configuring additional synchronizer services](#)



Using ACCCM templates

ACCCM manages templates for agents, skills, VDNs, and extensions. By default, an ACCCM installation creates the standard templates for Avaya Aura® Communication Manager.

The template supports the following Avaya Aura® Communication Manager versions:

- 5.1
- 5.2
- 5.2.1
- 6.0
- 6.0.1
- 6.2

IMPORTANT: Ensure that the templates configured correctly. If the template does not match with the Avaya Aura® Communication Manager settings, you cannot save the templates.



1. Check if Avaya Aura® Communication Manager has any special features activated, such as, Business Advocate, Location Management (Avaya Aura® Communication Manager 6 and higher), and TTY.
2. Open at least one template from each object, namely, agent, skill, VDN, and extension,

and compare the object to the default settings in Avaya Aura® Communication Manager. The fields in Avaya Aura® Communication Manager must match with the template.

The top screenshot shows the 'AGENT TEMPLATE' configuration page in the Avaya Aura Communication Manager. It includes fields for Location (CM52), Name, and checkboxes for 'Is Default' and 'Is System Default'. Below these are two columns of fields for various agent settings, including Password, TN, Coverage path, AAS, LCW Reception, AUDIX Name for Messaging, Login ID For ISDN Display, Auto Answer, ACW agent considered idle, Logout Reason Code Type, Direct Agent Skill, Service Objective, Local Call Preference, Password Confirmation, COR, Security Code, AUDIX, LWC Log External Calls, Hear Service Observing, Tone, Port Extension, MIA Across Skills, Aux Work Reason Code Type, Maximum Time In ACW Before Logout, Forced Agent Logout Time, Direct Agent Calls First, and Call Handling Preference.

The bottom screenshot shows a terminal window with the command 'add agent-loginID next' and its output. The output displays the configuration for the new agent template, including Login ID (3207), Name, TN, COR, Coverage Path, Security Code, AAS?, AUDIX?, LWC Reception, LWC Log External Calls?, AUDIX Name for Messaging?, LoginID for ISDN/SIP Display?, Password, Password (enter again), Auto Answer, MIA Across Skills, ACW Agent Considered Idle, Aux Work Reason Code Type, Logout Reason Code Type, Maximum time agent in ACW before logout (sec), and Forced Agent Logout Time. A warning message at the bottom states: 'WARNING: Agent must log in again before changes take effect'.

3. Edit the templates if required and save them.

NOTE: Ensure that you configured the correct version of Avaya Aura® Communication Manager in ACCCM before you perform any changes to the templates.



Managing the default template for extensions

ACCCM Synchronizer synchronizes the extension information from Avaya Aura® Communication Manager to the ACCCM database. Each extension in ACCCM is assigned to a template.

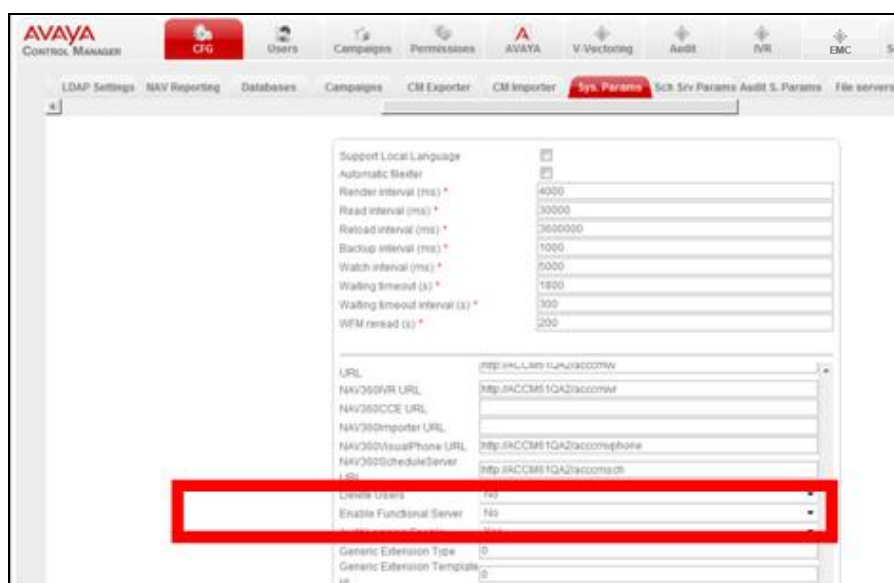
If a template does not match with the extension type that is synchronized with Avaya Aura® Communication Manager, the Synchronizer uses a default template number and assigns templates to extensions. You can manage the default extension template from the system parameter section.

Perform the following step, if you do not want to change the default template and the default extension type synced with it.



1. On the ACCCM home page, navigate to the **CFG** tab.

The system displays the following screen:



2. In the CFG page, click **Sys. Params**.
The system displays the Sys. Params tab.
3. In the Sys. Param tab, perform the following steps:
 - a. In the **Generic Extension Type** field, type the extension type to sync the extensions that do not have a template.
The default value is Generic.
 - b. In the **Generic Extension Template Id** field, type the template id.
The default value is 4620.



Synchronizing Call Center Elite Agents

You must plan the synchronization of Elite Call Center Agents in advance. Unlike other objects, such as extensions, skills, which are managed through ACCCM, the system does not assign an agent to a location directly.

All users and agents in ACCCM are part of an organization hierarchy that is managed from the User section of ACCCM.

The synchronization process from Avaya Aura® Communication Manager to ACCCM can assign agents only to one team that belong to an organization chart. Therefore, you must consider the following options before synchronizing the agents:

- [Using Synchronizer on page 77](#)
- [Using Importer on page 79](#)

Using Synchronizer

If you use Synchronizer to synchronize agents, you must create a team in the organization chart that appears with all agents from Avaya Aura® Communication Manager.



1. On the ACCCM home page, navigate to the **User** tab.
2. On the ACCCM home, navigate to the **Users** tab and select the group from the tree.

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR EMC

Team LDAP Mapping Supervisors

Team name * vainteam

Team department * depat

Team description

☒ Show in A-NAV

☒ Default Sync Team

3. Click **Edit**.
4. Select **Default Sync Team** and click **Save**.
5. On the Synchronizer application, run the initial synchronization process.

Avaya Synchronizer

Manual Sync Sync Service

Type Sync: CM

Import mode: ☒ Initial ☐ Sync

Temp tables data: ☒ Renew ☐ Use existing

Objects to synchronize:

- ☒ <<< Select All >>>
- ☒ Abbr.Dial. Group
- ☒ Abbr.Dial. Personal
- ☒ Abbr.Dial. System
- ☒ Agent
- ☒ Announcement
- ☒ CoverageAnswerGroup

Locations to synchronize:

- ☒ <<< Select All >>>
- ☒ CM 62 (Server IP:172.16.7.80)
- ☒ ITNV PROD (Server IP:172.16.7.53)

Log display level: ☒ Major steps and errors ☐ Trace ☐ Errors only ☐ Nothing

Progress:

Start Cancel Exit

AVAYA

6. Once the synchronization process is complete, you must assign agents to different teams. To assign the agents to different teams in the organization chart, use the **Bulk Agent Assignment** option from the ACCCM UI.
7. Navigate to the **Users** tab and click **Bulk Agent Assignment**.

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR EMC Sched. Server

Users

Org

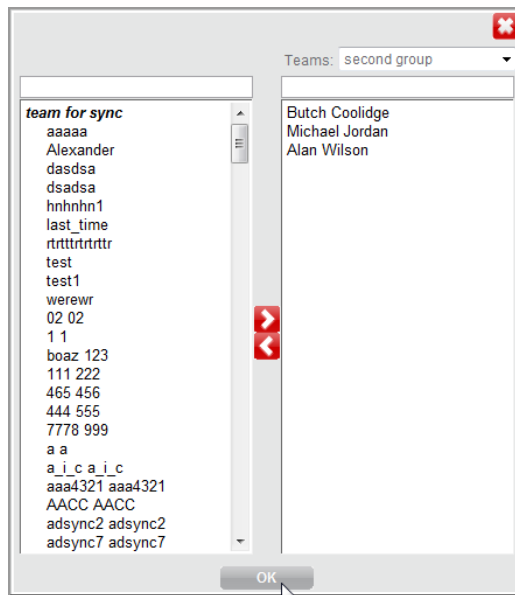
- test
- test department
- team for sync
- Virtual Site
- Virtual Department
- Unassigned

Bulk Groups Assignment

Show active users only

	Full name	Profile	User Name	AVAYA login	Status	Extension
☐	02 02	Agent		100557	Active	
☐	1 1	Agent		3331	Active	
☐	111 222	Agent		20000000000052	Active	
☐	444 555	Agent		20000000000051	Active	

8. Select the agents; you want to move, and the new team assignment.

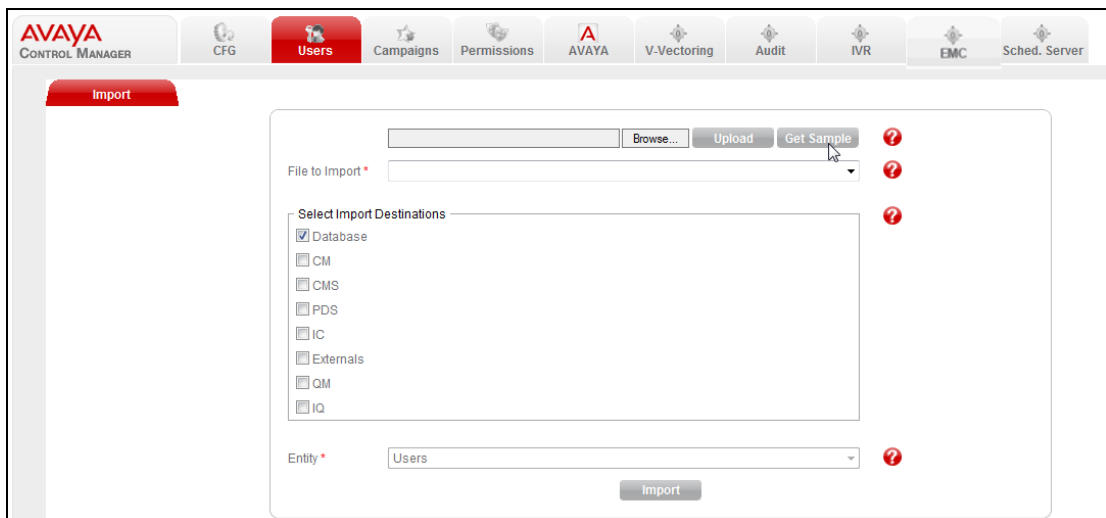


9. Click **Save**.



Using Importer

The ACCCM importer feature supports importing users and agents from an excel file. You can download a sample file from the ACCCM import page.



Note: Importing data from an excel file is a second option for agent as the team assignment requirement of ACCCM. You can export all your agents from Avaya Aura Avaya Aura® Communication Manager and then generate an excel file in the ACCCM format.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
First_Name	Last_Name	AgentID	Group_Name	Template	Userame	User_password	Contact_Type1	Skill1	Level1	Skill2	Level2	Application1	Role1	IsActive	IsCloning	IsDefault	IsSystem	AIC_Id	Extension
first	last	4444	test	Default			ACD												

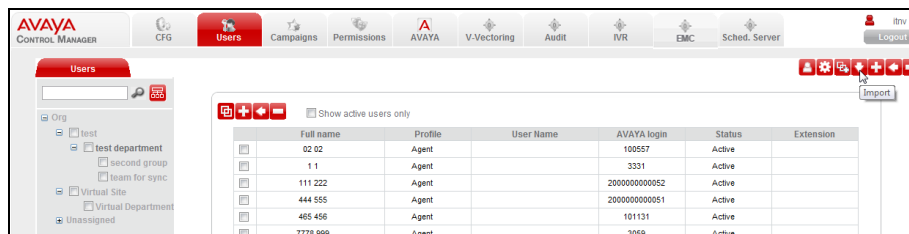
When you import agents from an excel file, you must complete the following fields:

Field	Description
First_name	The agent first name.
Last_name	The agent last name.
Agentid	The agent Avaya login ID from Avaya Aura® Communication Manager.
Group_name	The name of the ACCCM team that the agent will be assigned. The team must be configured in ACCCM before the import process starts.
Template	Default
Contact_type1	ACD
*Skill1	The name of a skill that exists in ACCCM.
*Level1	The skill level.
Profile	G= Agent A = Administrator S = Supervisor

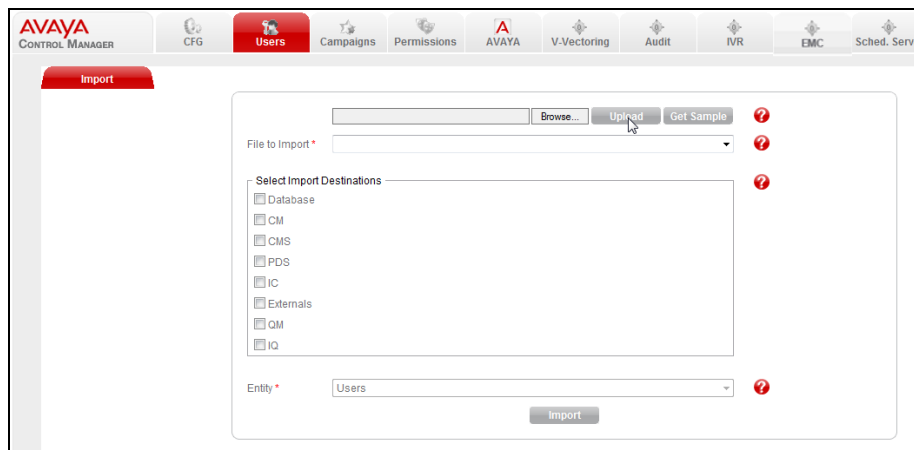
Note: While importing agent and users, you can select the system to import. If you do not import agents to Avaya Aura® Communication Manager, then the skill1 and level1 that you enter on the agent record will not affect the agent in Avaya Aura® Communication Manager. You can enter any skill that exists in the ACCCM database. The system uses the ACCCM database for validation of the imported record.

Perform the following steps to import agent/user data:

1. Log in to ACCCM as administrator.
2. Navigate to the **User** section.



3. Click **Import**.



4. Upload the excel file.

5. Select the target systems.
6. If you are performing an initial import from Avaya Aura® Communication Manager, then select **Database** only.



Select Import Destinations

- ☒ Database
- ☐ CM
- ☐ CMS
- ☐ PDS
- ☐ IC
- ☐ Externals
- ☐ QM
- ☐ IQ

7. Click **Run**.

The system begins the import process. This is an asynchronous job that runs in the background.

8. To check the progress or troubleshoot the import, perform the following steps:
 - a. Check the importer log files.
 - b. Check the progress in the ACCCM database by running the query: `Select * from ImportData`

The table includes the following columns:

Column	Name
Id	Internal ID.
Xmldata	The data that is imported in the XML format.
Userid	The user ID of the user that runs the import process.
Line number	The line number that is imported from Excel.
Import type	The type of object that is imported (users, extensions, skills, or VDNs).
Status	The status of the imported record.
Message	If due to the failure, there is a message that describes the problem.



Synchronizing Considerations in complex environments

You can configure the ACCCM Synchronizer to sync the information from Avaya Aura® Communication Manager into the ACCCM database in different ways.

You must consider the following questions before running the synchronizer in your environment:

- Does your environment have multiple Locations?
- Do you want every object you synchronize assigned to a specific location?
- Do you have more than one Avaya Aura® Communication Manager?

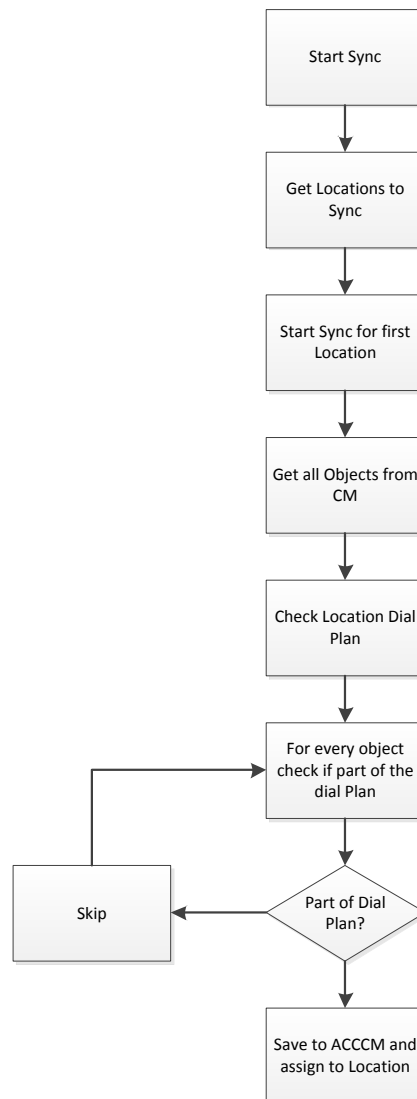
If the answer to all these questions is No, you must run a standard synchronization as described in the beginning of this chapter.

Using multiple location with a single CM

The ACCCM dial plan controls the numbering logic in ACCCM and assigns specific range numbers to a location. To synchronize multiple locations with Avaya Aura® Communication Manager, you require the ACCCM dial plan. Without the ACCCM dial plan, the Synchronizer cannot assign different objects to a location.

Note: The ACCCM dial plan is different than the Avaya Aura® Communication Manager dial plan.

The following flow-chart explains the Synchronizer logic in a multi location environment with a single Avaya Aura® Communication Manager:



Note: If you did not configure the dial plan, the system synchronizes all objects to the first location.

The following are the synchronization tips:

- Ensure that you configured the dial plan and assigned the data plan for every location.
- Ensure that the numbering range does not overlap between locations.

- Backup your database before starting the sync process.

Using multiple location with a single ACCCM

If you have more than one standalone Avaya Aura® Communication Manager, you must consider the following:



1. Create at least two locations, one for each Avaya Aura® Communication Manager.
2. If you have multiple locations, read the information described in [Synchronizing Considerations in complex environments on page 81](#).



Ensure that you configure every Avaya Aura® Communication Manager only once on the ACCCM home page in the **CFG > CM** section.

IMPORTANT: Do not configure the same Avaya Aura® Communication Manager more than one time. You can assign the same Avaya Aura® Communication Manager to unlimited number of locations.



Synchronizing extensions

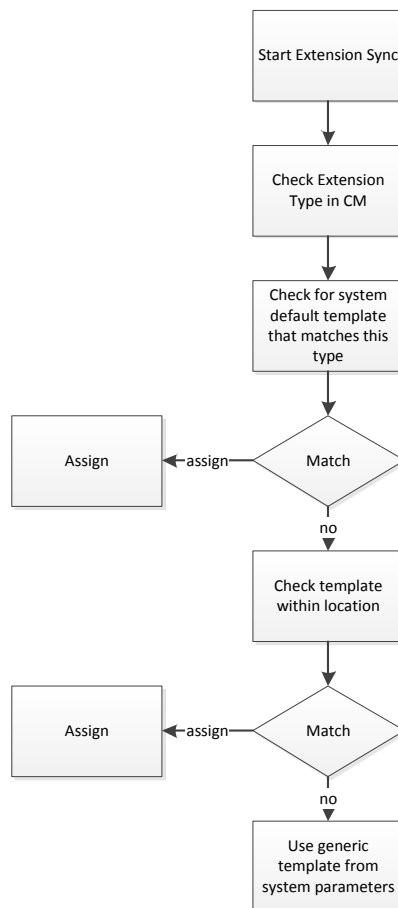
ACCCM synchronizes extensions from Avaya Aura® Communication Manager and assigns them to locations and templates. You must assign each extension in ACCCM must to a template. A template defines the extension type in Avaya Aura® Communication Manager.

When you are running the synchronizer, ensure that you have configured the extension templates in ACCCM. By default, ACCCM has a set of predefined templates for each Avaya Aura® Communication Manager version. Each new location that you create is assigned to an Avaya Aura® Communication Manager which inherits the Avaya Aura® Communication Manager Version for the templates.

ACCCM manages the following templates:

Template type	Description
Standard template	Assigned to a location and to extensions that is part of the location.
Location default	Appears by default in the drop-down list in the ACCCM UI every time you create an extension.
System default	System default template is used across all locations that are configured in ACCCM.

The following flowchart shows the flow of extension and template assignment:



The template name in ACCCM must match the Avaya Aura® Communication Manager extension type to be used as part of the synchronization process.

Disabling Synchronization of Specific Objects

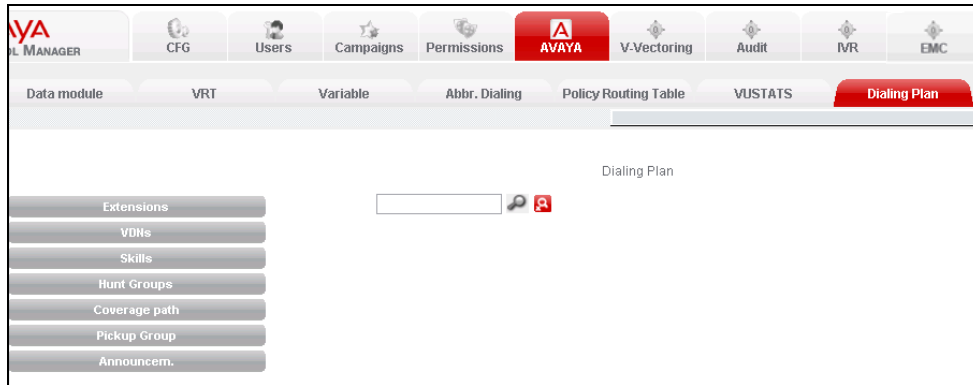
You cannot disable the synchronization of specific objects because objects are created only in ACCCM. To disable the synchronization, you must have a dial plan assigned to the location. The dial plan can be empty with no ranges defined in it, but you must select the **Do not sync** feature for each object you select not to synchronize.

To disable the synchronization, perform the following steps:



1. Log in to ACCCM as an administrator.
2. Navigate to **Avaya > Dialing Plan**.

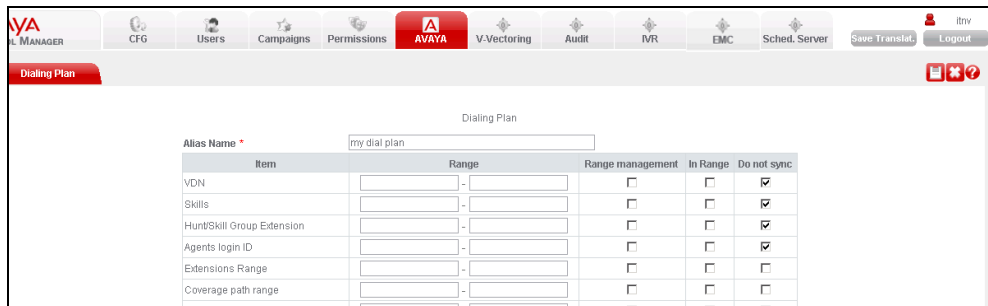
The system displays the following screen:



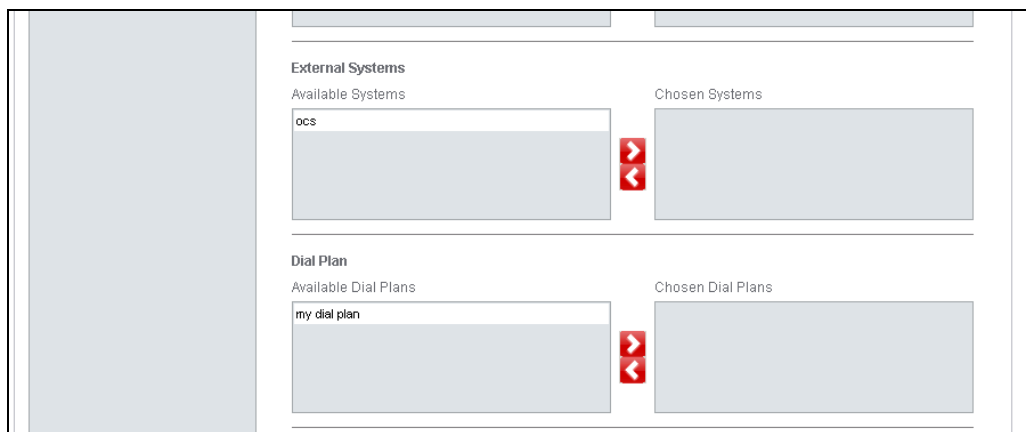
3. Click **Add Dial Plan**.

The system displays the new dial plan screen.

4. In the empty field, enter a dial plan name.
5. Select **Do not sync** for every object that you not want to synchronize.



6. Save the dial plan.
7. Navigate to **CFG > Locations**.
8. Select the location and assign the dial plan you created to the location by selecting the dial plan from the available dial plans, and moving it to the right side of the screen.



Chapter 7: Modifying or removing the ACCCM system

This chapter includes:

- [Modifying the ACCCM components on page 86](#)
- [Uninstalling the ACCCM system on page 89](#)
- [Removing the prerequisite components manually on page 90](#)
- [Removing the ACCCM services manually on page 90](#)
- [Removing the ACCCM services manually on page 90](#)
- [Removing the ACCCM databases manually on page 92](#)

Modifying the ACCCM components

The ACCCM installation wizard provides an option to modify the initial installation.

You can:

- Install the additional ACCCM components that are not installed during the installation process.
- Remove existing ACCCM components.

To modify the installation, you must run the ACCCM installation wizard.



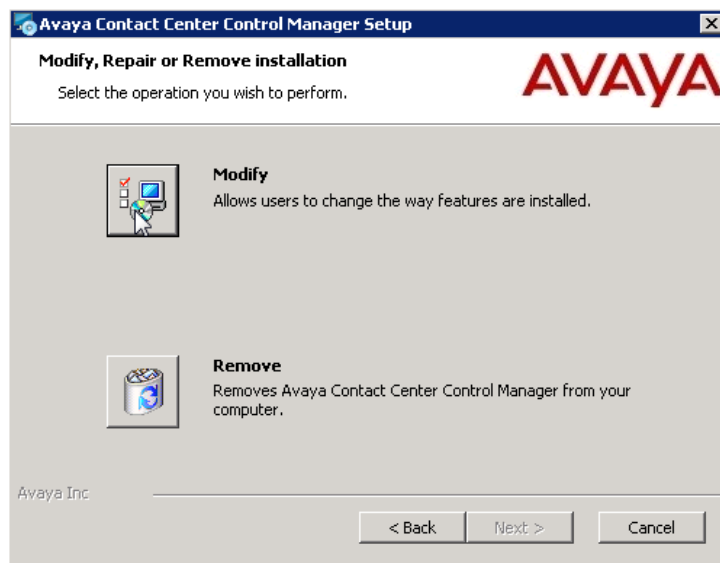
1. Double-click the ACCCM Installation wizard.

The system displays the following screen:



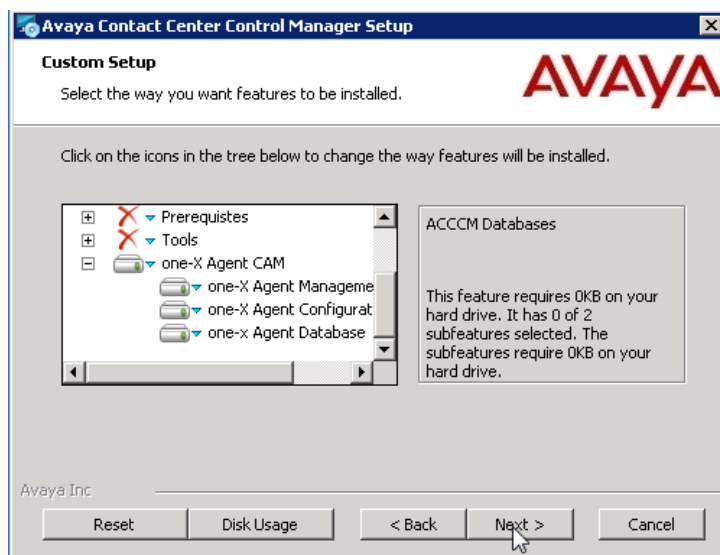
2. Click **Next**.

The system displays the following screen:



3. Click **Modify**.

The system displays the following screen:



4. Select the components that you want to add or remove and click **Next**.

The system displays the following screen:

5. In the SQL Database configuration window, perform the following steps:
 - a. In the **Server** field, enter the host name or the IP address of the server that hosts SQL Server.
 By default, the system uses the host ACCCM server address. If you are using a database instance, enter the instance name. For example, enter the database name as **accmServer\sqlinstance**.
NOTE: The ACCCM default SQL Server installation does not install a special instance. Therefore, the value must be the server name or the IP address.
 - b. In the **Port** field, enter the port number of SQL Server. SQL Server uses **1433** as the default port.
 - c. In the **Username** field, enter the database user name that is used for connecting to SQL Server. Use the SA user. If you do not have the SA user, use a user that has *dbo* access rights on the master database.
 - d. In the **Password** field, enter the password of the user.
 - e. In the **ACCCM DB** field, enter the name of the ACCCM database.
 The database name is the original database you created for ACCCM. By default, the database name is *ACCCM*.

6. Click **Next**.

Depending on the components you choose to add or remove, the system displays the next screen. If you choose to remove components, the system removes the following components from the ACCCM server:

Component	Action
Databases	The wizard does not delete any existing databases or database users.
Web sites	The wizard removes the websites from IIS and files on the file system.
Services	The wizard removes Windows services and all files on the file system.
Prerequisites	The wizard does not delete prerequisites from the ACCCM server.



Uninstalling the ACCCM system

Use the following steps to uninstall the ACCCM setup from the ACCCM installation wizard:



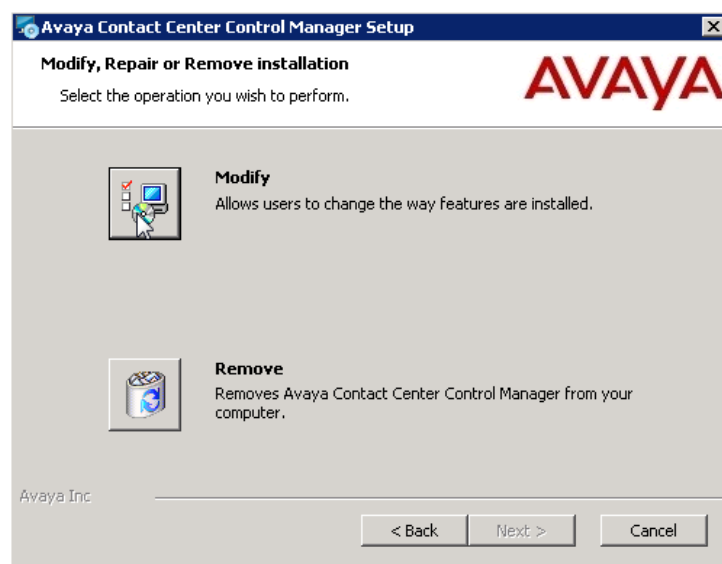
1. Double-click the ACCCM Installation wizard.

The system displays the following screen:



2. Click **Next**.

The system displays the following screen:



3. Click **Remove**.

The system removes all the components from the ACCCM server.

Component	Action
Databases	The wizard does not delete any existing databases or database users.
Web sites	The wizard removes the websites from IIS and files on the file

	system.
Services	The wizard removes Windows services and all files on the file system.

At the end of the removal process, the wizard removes the ACCCM system from the server.

However, the wizard retains the prerequisites and database related components in the system. You must remove the prerequisite components manually from the system.

To remove the prerequisite components, see [Removing the prerequisite components manually on page 90](#).

To remove database related components see [Removing the ACCCM databases manually on page 92](#).



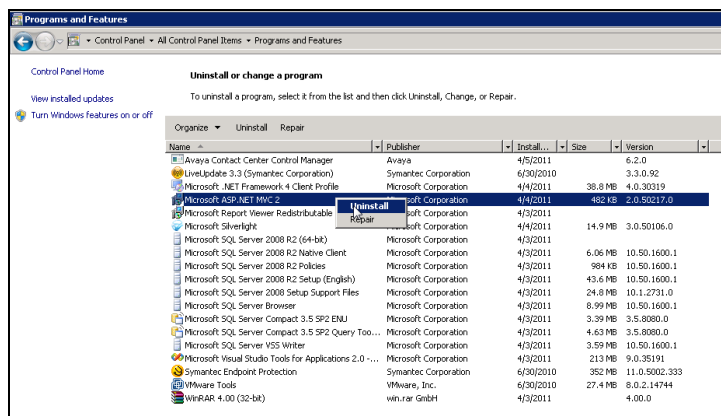
Removing the prerequisite components manually

The ACCCM installation wizard may not remove the prerequisite components if the services are installed as part of the ACCCM installation process.

Use the following steps to remove the prerequisite components manually.



1. Select **Start > Control Panel > All Control Panel Items** and click **Programs and Features**.
2. Right-click the prerequisite that you want to uninstall and click **Uninstall**.



The system removes the selected component from the server.



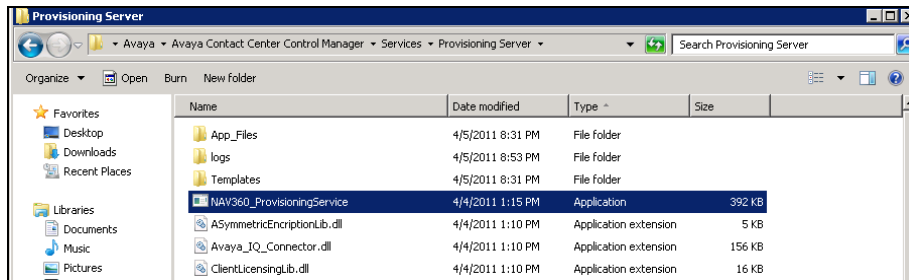
Removing the ACCCM services manually

The ACCCM installation wizard may not remove the ACCCM services if the services are installed as part of the ACCCM installation process. You must remove the ACCCM services manually.

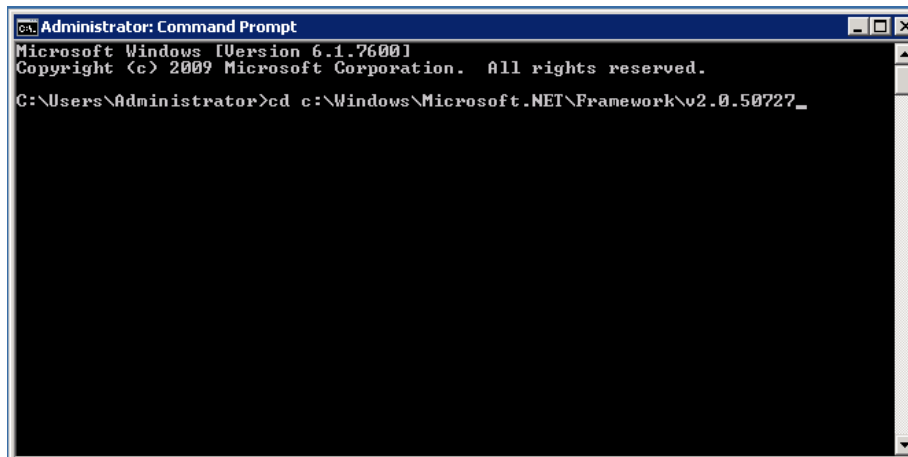


1. Navigate to the folder of the service you want to remove. For example, to remove Provisioning Server, select **Avaya > Avaya Contact Center Control Manager > Services** and click **Provisioning Server**.

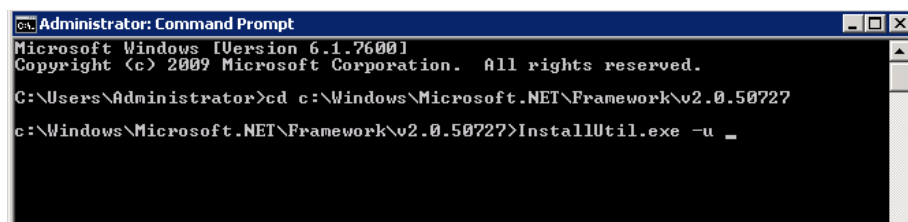
The system displays the following window:



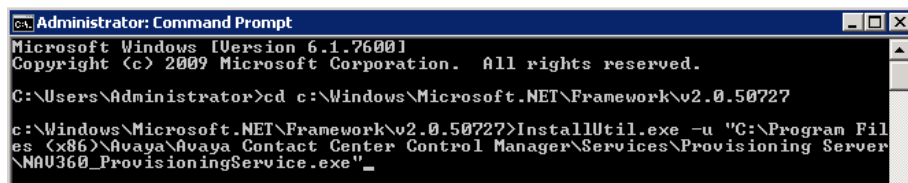
2. In the Provisioning Server screen, locate the service executable file.
Note: The service executable file is marked as application under the **Type** column.
3. Open the windows command line interface.
4. At the prompt, type `c:\windows\microsoft.net\framework\v2.0.50727`



5. At the prompt, type `installutil -u`
IMPORTANT: Do not press the ENTER key.



6. Drag the Provisioning Server exe file from the service folder and drop it in to the command line window.



7. Press **Enter**.

The system uninstalls the selected service.

IMPORTANT: The manual uninstall does not update the ACCCM installation wizard. If

you attempt to reinstall the service again through the installation wizard, the wizard does not recognize the service, as the service was uninstalled from the system. The wizard marks it as a service that exists on the server.



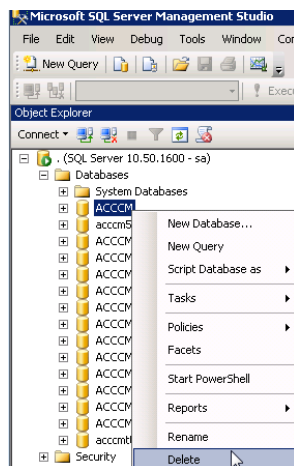
Removing the ACCCM databases manually

The ACCCM wizard does not remove the ACCCM databases during the removal process of the ACCCM system.

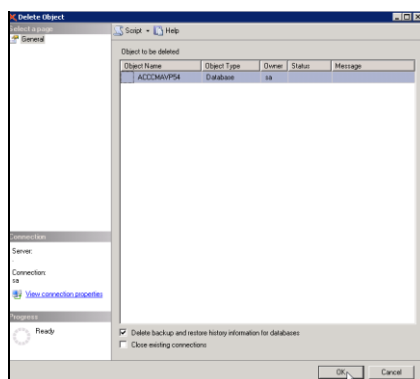
Use the following steps to remove the ACCCM database manually:



1. Select **Start** and **Open SQL Enterprise Studio**.
The system starts the SQL Enterprise Studio application.
2. Log in to **SQL Enterprise Studio** as an administrative user.
The system displays the SQL Enterprise Studio window.
3. In the **Microsoft SQL Enterprise Studio**, right-click **ACCCM** and select **Delete**.



The system displays the following screen:

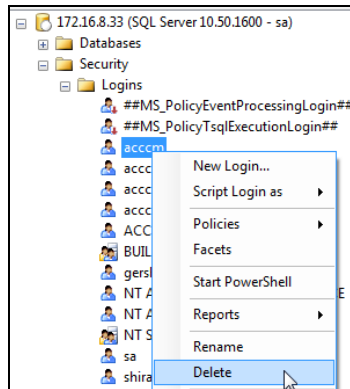


4. In the Delete Object window, select the **Close existing connection** option if there are services, which are connected to the ACCCM database.
5. Click **OK**.

NOTE: To delete a database user, navigate to the main security folder in the **Server**, and

not a specific database.

6. Right-click the user you want to delete and select **Delete**.



Chapter 8: Installing the EMC connector manually

Use the following steps to install the EMC ACCCM connector manually:



1. From the ACCCM installation CD, copy the folder of the `\Misc\Web\ACCMEMC` and paste the ACCMEMC folder to the ACCCM server at **Avaya > Avaya Contact Center Control Manager 7 > Web**.
2. Open the Web.config file from Notepad and perform the following steps:

- a. Modify the connection string details of the EMC ACS database as follows:

```
<add name="ACSConnectionString" connectionString="Data Source=itnvlab9;Initial Catalog=ACS;UserID=sa;Password="byTbgT36p65P8WEN5W2XAw=="" />
```

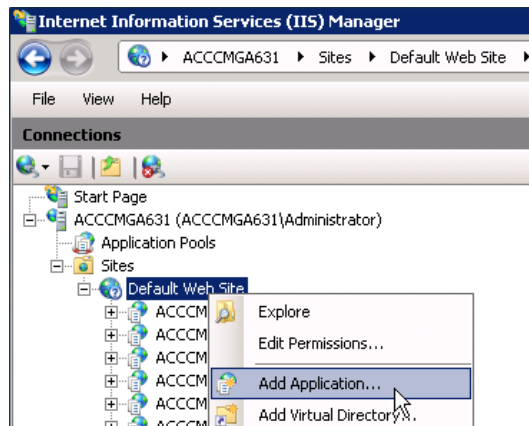
Parameter	Description
Data source	The host name of the server that hosts the EMC ACS database.
Initial Catalog	The name of the EMC ACS server. By default, the EMC ACS server name is ACS.
User ID	The SQL Server user name of the user that has full DBO access rights on the ACS database.
Password	The password of the user. You must specify the password in clear text. The system encrypts the password on the first login.

- b. Modify the connection string details to the ACCCM database as follows:

```
<add name="nav360ConnectionString" connectionString="Data Source=acccm;Initial Catalog=NAV360_234qa;UserID=sa;Password="sfaq5ySLrR36bu/ztCk1Lg=="" />
```

Parameter	Description
Data source	The host name of the server that hosts the ACCCM database.
Initial Catalog	The name of the ACCCM server. Usually it is ACCCM.
User ID	The SQL Server user name of the user that has full DBO access rights on the ACCCM database.
Password	The password of the user. You must specify the password in clear text. The system encrypts the password on the first login.

3. Save the Web.config file.
4. Open the IIS administration console and perform the following steps:
 - a. Expand the IIS tree, right-click **Default Web Site** and select **Add Application**.



The system opens the Add Application window.

- b. In the **Alias** field, enter the name of the website as **ACCCMEMC**.
 - c. In the **Application pool** field, select the application pool as **ACCCMIVR**.
 - d. In the **Physical path** field, browse to the location of the ACCCMEMC folder that you copied to the ACCCM server.
 - e. Click **OK**.
5. Log on to the ACCCM Web interface as administrator.
 6. On the ACCCM menu, navigate to **CFG > Sys. Params.**

The system displays the Sys. Params screen.

Support Local Language	☐
Automatic flexler	☐
Coverage alias	☒
VDN TCP Server Port	0
Enable MyNav Integration	No
DEM Connector IP	ACCCMGA631
DEM Connector Port	3000
ACCCM Visual Vectoring URL	http://ACCCMGA631/acccmw
ACCCM IVR URL	http://ACCCMGA631/acccmivr
ACCCM CCE URL	http://acccmga631/acccmccel
ACCCM Importer URL	http://ACCCMGA631/acccmpomweb

7. Locate the ACCCM EMC URL system parameter and enter the URL to the Web application as `http://<acccmservname>/acccmemc`), where <acccmservname> is the IP address of the Avaya EMC.
- NOTE:** Do not use the EMC portal from the ACCCM Localhost. Ensure that you access the portal through FQDN or host name and not through IP.
8. Click **Save**.



Chapter 9: Troubleshooting

Unable to log in to the ACCCM portal

Authentication failed

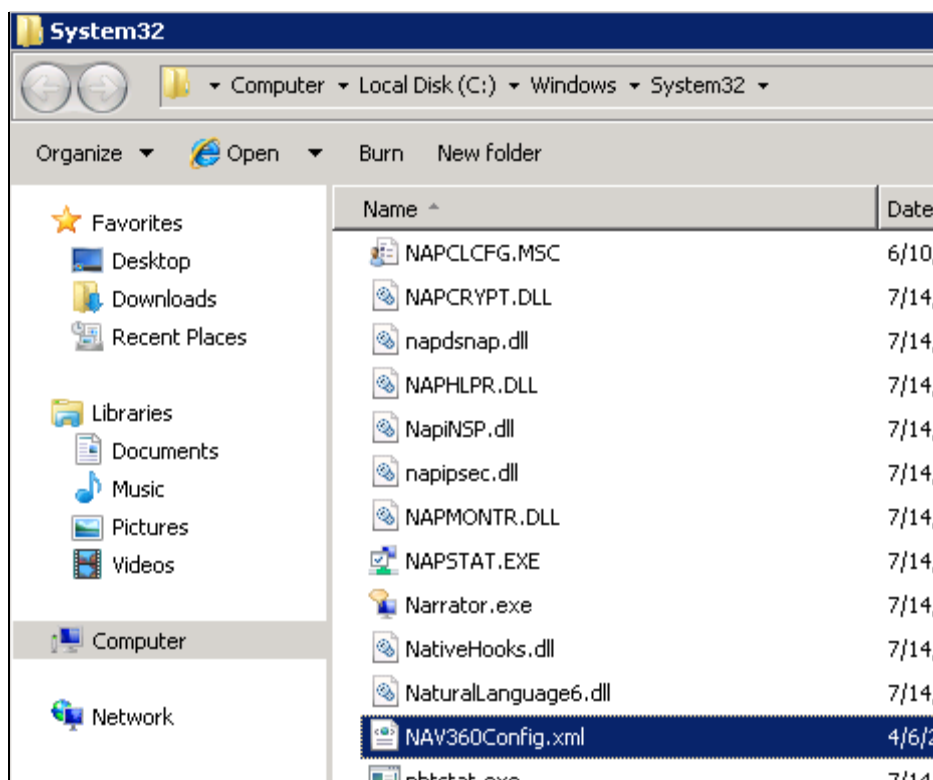
PROBLEM:

When trying to log in to the ACCCM Web portal for the first time, I get an error message that the authentication failed.

POSSIBLE RESOLUTION:

If you are unable to login for the first time, check for the following:

1. Go to `c:\windows\system32` folder and locate a **NAV360CONFIG.XML**.



2. Open the file in a text editor.

You see a file in the following structure:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<configuration>
<connectionString>Data Source=ACCCMDBSERVER;Initial
Catalog=ACCCMDBNAME;User
ID=acccmdbuser;Password=acccmdbpassword</connectionString>
</configuration>
```

3. Ensure that the connection string details match the database settings.

NOTE: The database setting must be the same that you entered during the installation process.

String	Description
ACCCMDBSERVER	The database server that hosts the ACCCM database.

	If you are using a database with an instance, the server name must include a"/". For example, myServer/SQLexpress
ACCCMDBNAME	The name of the ACCCM database.
Acccmdbuser	The database user that ACCCM uses to access the ACCCM database.
Acccmdbpassword	The user password. After the first successful log-in, the system encrypts the password.

You can create an ODBC on the ACCCM server and check if the connection string details are correct. If the connection details are incorrect, you can edit the details and save the file.

- Repeat step 1-3 for the same file located in **c:\windows\syswow64** folder.

NOTE: This step is valid only for windows 2008 64-bit installation.

No more licenses

PROBLEM:

When trying to log in to the ACCCM Web portal for the first time, I get a message that there are no more licenses.

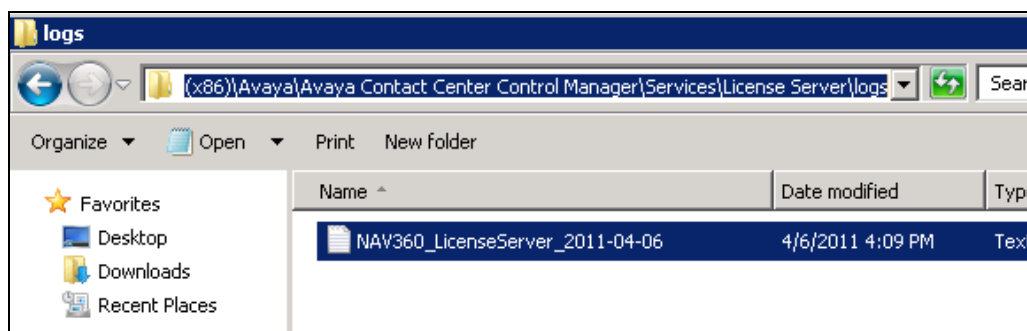
POSSIBLE RESOLUTION:

If the error appears on the screen and there are sufficient licenses, check the following:

- Open Windows Services and check if the ACCCM License Server is running.
- Restart the ACCCM License Server service.

Name	Description	Status	Startup Type
ACCCM AD Sync	Active Dire...		Automatic
ACCCM Audit Log Server	This servic...		Automatic
ACCCM Importer	This servic...		Automatic
ACCCM License Server	This Servic...	Started	Automatic (D...
ACCCM Provisioning Server	This servic...		Automatic

- If the ACCCM License Server service does not start, then navigate to the License Server folder on the ACCCM server and check the log files of the service.



The log file must state:

```

06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.ConfigReader.Init |Got Config file
06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService..ctor |Initialized
ConfigReader
06/04/2011 16:09:14 |DEBUG
|LicenseDBManager.DBManager..ctor |Connection string was set
06/04/2011 16:09:14 |DEBUG

```

```

|LicenseDBManager.InfoProvider.GetAllLicenseServicesAddresses
|Got 1 License Services addresses
    06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |The service will
start listening on port 35353
    06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |about to
initialize LicensingService singleton instance
    06/04/2011 16:09:15 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |Initialized
LicensingService singleton instance
    06/04/2011 16:09:15 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |Starting to listen

```

If you get a different log structure and error messages, contact Avaya Support.

4. Ensure that the License.lic file is in the root directory of the License Server folder.
5. If the log file shows that the service is up and running, there is a problem with the license file. You must contact the Avaya support for help.

Synchronizer application fails to start

PROBLEM:

When launching the synchronizer application, the application fails and the system displays an error message.

POSSIBLE RESOLUTION:

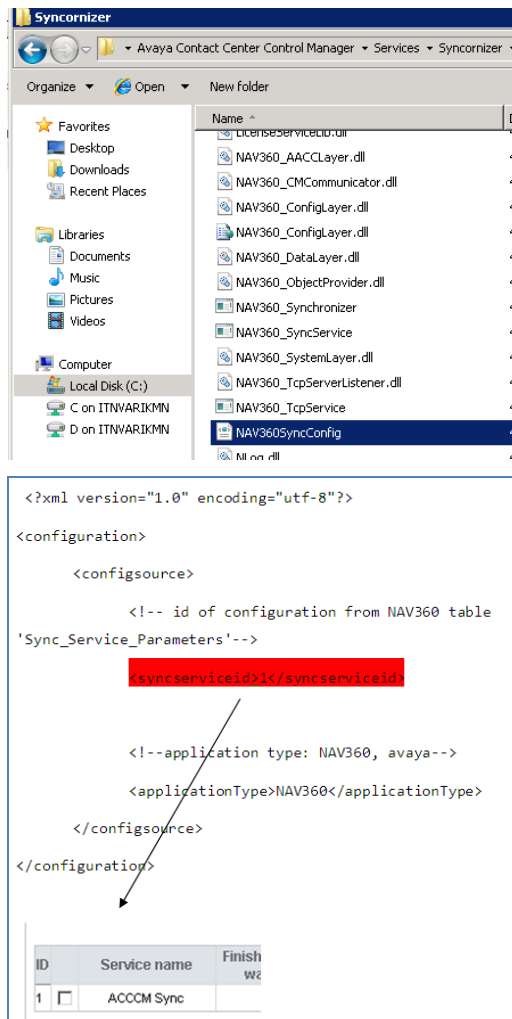
1. Check that the Synchronizer is configured in the **CFG > Synchronizer** tab.

NOTE: The Synchronizer must be configured as part of the installation wizard process.

ID	Service name	Finish CM process waiting time	Default sync. period (sec)	Min. service sync. period(sec)	Min. history sync. period(sec)	Max. History sync. period(sec)	TimeOfDay tables number
1	ACCCM Sync	100	100	100	100	100	8

2. Check that the NAV360Synconfig.xml file in the synchronizer folder is pointing to the correct sync service ID.

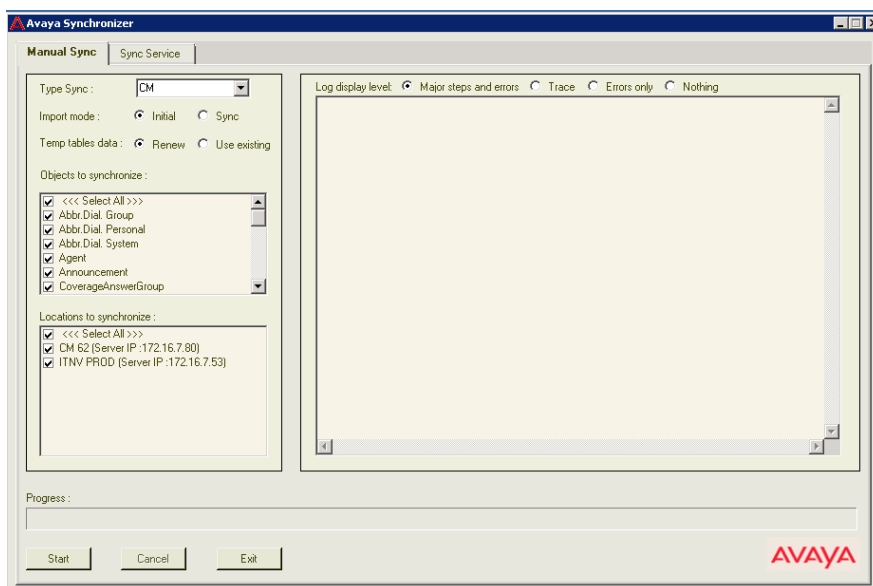
NOTE: You can find the service ID under the **CFG > Synchronizer** tab in the ACCCM portal.



The Synchronizer application does not show any locations

PROBLEM:

When launching the Synchronizer application, the location list is empty.



POSSIBLE RESOLUTION:

Assign at least one Avaya Aura® Communication Manager to the location and restart the

Synchronizer application.

```
06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.ConfigReader.Init |Got Config file
06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService..ctor |Initialized
ConfigReader
06/04/2011 16:09:14 |DEBUG
|LicenseDBManager.DBManager..ctor |Connection string was set
06/04/2011 16:09:14 |DEBUG
|LicenseDBManager.InfoProvider.GetAllLicenseServicesAddresses
|Got 1 License Services addresses
06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |The service will
start listening on port 35353
06/04/2011 16:09:14 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |about to
initialize LicensingService singleton instance
06/04/2011 16:09:15 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |Initialized
LicensingService singleton instance
06/04/2011 16:09:15 |DEBUG
|NAV360_LicenseService.LicenseService.OnStart |Starting to
listen
```

Unable to connect to CM

Synchronizer or ACCCM Provisioning are unable to connect to Avaya Aura® Communication Manager

PROBLEM:

The system services are not able to establish connection to Avaya Aura® Communication Manager.

POSSIBLE RESOLUTION:

Ensure that you have configured the following Avaya Aura® Communication Manager parameters correctly:

- Avaya Aura® Communication Manager user name
- Avaya Aura® Communication Manager password
- PIN Code, if required
- Avaya Aura® Communication Manager Connection port

The Avaya Aura® Communication Manager port is configured under the system parameter page. By default, the Avaya Aura® Communication Manager port is 5023.

ACCCM services are not starting

PROBLEM:

ACCCM Services are not starting.

POSSIBLE RESOLUTION:

If one of the following does not start:

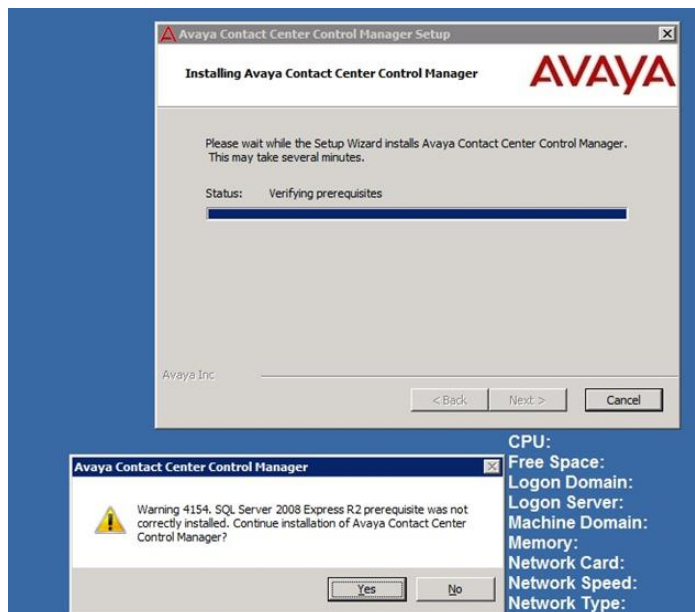
- ACCCM Provisioning Service
- ACCCM Sync Service

Ensure the ACCCM License Server is running.

Failure installing one of the prerequisites

PROBLEM:

Unable to install the prerequisites.



POSSIBLE RESOLUTION:

If one of the prerequisites that you select to install fails during the ACCCM installation and the system displays an error message, perform the following steps:

1. Stop the installation.

The installation wizard rolls back automatically.

2. Install the prerequisite by running the software separately.

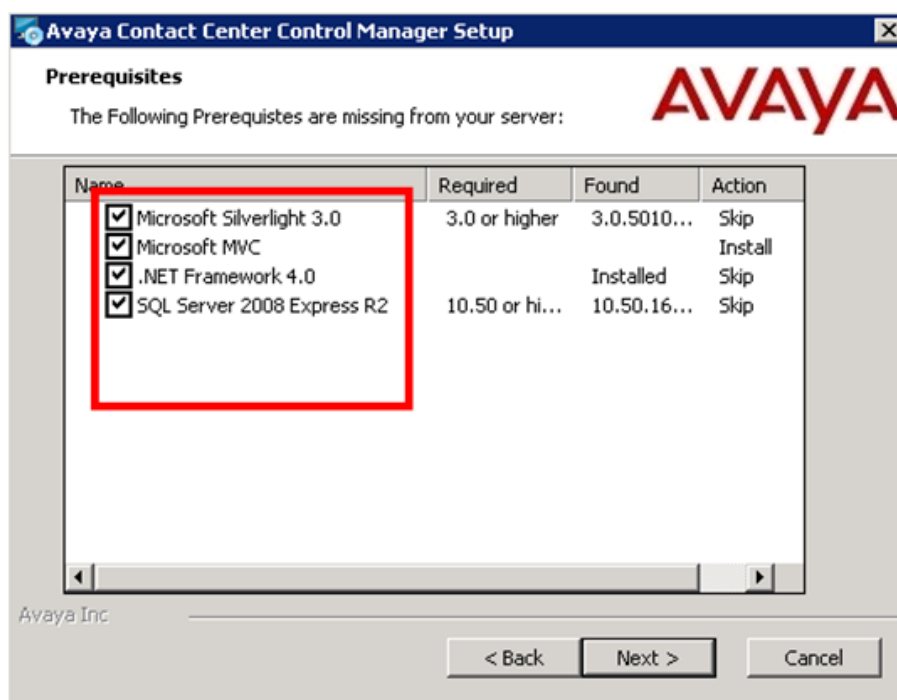
The system extracts all the installation files to the disk when you start the installation wizard.

The location of the extracted files is **Windows 2008:**

C:\Users\Administrator\AppData\Roaming\Avaya\Avaya Contact Center Control Manager\install

You can access these files only when the install wizard has initiated the installation process. To access the prerequisite, you must start the wizard, copy the prerequisite file from the location data, and then close the wizard.

3. Run the ACCCM installation wizard again and skip the prerequisite that you installed manually.



NOTE: You can remove prerequisites from the installation by clearing the selection option to the corresponding Prerequisite components.

Settings for Express installation

The Express installation feature uses the following default settings during the installation process:

Parameter	Value
Installation Location	C:\Program Files (x86)\Avaya\Avaya Contact Center Control Manager
Installed Components	All system components except the EMC Connector are installed.
ACCCM Database name	ACCCM
Sync Database name	ACCCMSYNC
one-X Database name	ACCCMONEXDB
AVP Connector Database name	ACCCMAVP
ACCCM DB User	ACCCM
ACCCM DB Password	See the password file in the main ACCCM folder
Sync DB User	ACCCMSYNC
Sync DB Password	See the password file in main ACCCM folder
one-X Database User	ACCCMONEXUSER
one-x Database Password	See the password file in the main ACCCM folder
AVPDatabase User	ACCCMAVP
Database Password	See the password file in the main ACCCM folder