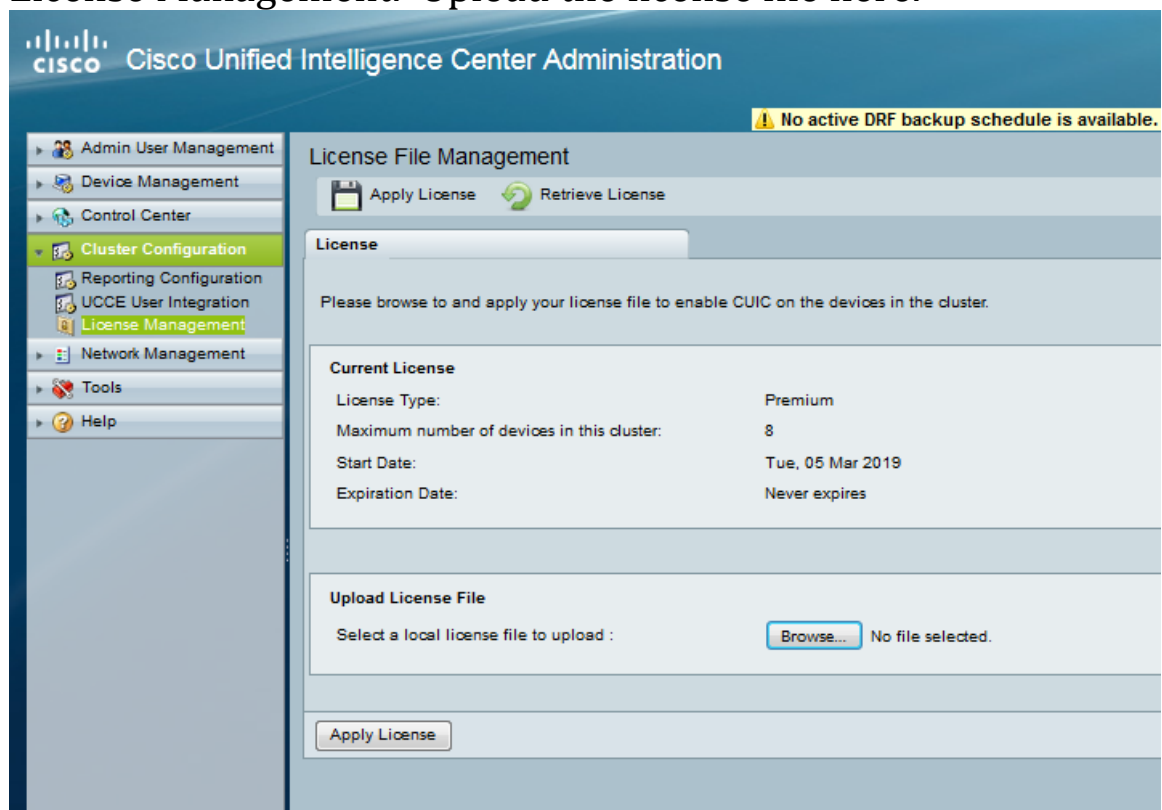


# Steps to Setup a Standalone CUIC 11.6(1) with UCCX 11.6(2)

1. Load the OVA template onto an ESXi host.
2. Install the CUIC software
3. Once installation is complete, navigate to <https://<ip address>/oamp> and log in using the built in application user you set up during installation. NOTE: You CANNOT get to this URL by just going to the IP address or host name of the server!
4. Expand the cluster configuration drawer, and select License Management. Upload the license file here.



5. Log into the UCCX Cisco Unified CCX Administration console and select Tools > Password Management. Set the password for Historical Reporting User. Be careful, as

many wallboards also use this account and changing the password without advanced planning may break other parts of your call center!



**Historical Reporting User:**

New Password\*

Confirm Password\*


6. Go to System > Standalone CUIC configuration and add the CUIC Configuration.

### Standalone CUIC configuration

 Save  Cancel

---

Status

 Ready

**CUIC Configuration:**

FQDN\*

Datasource Name\*

User Name\*

Password\*

7. Log into the CUIC (<https://<IP Address>:8444/cuic>) and select Data Sources from the left hand drawer. You will see two built in Data Sources awaiting configuration for UCCE. Since this Stand Alone CUIC will only be used with UCCX, delete them. Then select create and add your UCCX data source.

Name	Connected Node	Standby Node	Type	Datasource Host	Database Name	Charset
<input type="radio"/> CUIC	<input checked="" type="checkbox"/>		Informix	\$(HOSTNAME)	\$(CUIC_DB_NAME)	UTF-8
<input type="radio"/> UCCE Historical	<input type="checkbox"/>		Microsoft SQL Server	[ip address]	[dbname]	ISO-8859-1
<input type="radio"/> UCCE Realtime	<input type="checkbox"/>		Microsoft SQL Server	[ip address]	[dbname]	ISO-8859-1
<input checked="" type="radio"/> UCCX_Reno	<input checked="" type="checkbox"/>		Informix	192.168.2.197	db_cra	UTF-8

8. Add your UCCX server to the Data Source. Use Data Base User ID uccxhruser.

**Data Sources > Edit**

Save Cancel Test Connection

**Primary** Secondary

**Name** UCCX\_Reno

Description (At most 255 characters)

**Type** Informix

**Datasource Host** 192.168.2.197

**Port** 1504

**Database Name** db\_cra

**Instance** reno\_uccx\_uccx

Timezone

**Database User ID** uccxhruser

Password

Confirm Password

**Charset** UTF-8

**Max Pool Size** 100

**Caution: Do not use Hyphens - in the Names. Use Underscores as shown.**

Informix database instance name can be formed using Host Name of the Unified CCX server by following these conventions:

- Convert all upper case letters to lower case.
- Replace hyphens with underscore.
- Add the letter "i" as a prefix to the instance name, if the hostname starts with a number.

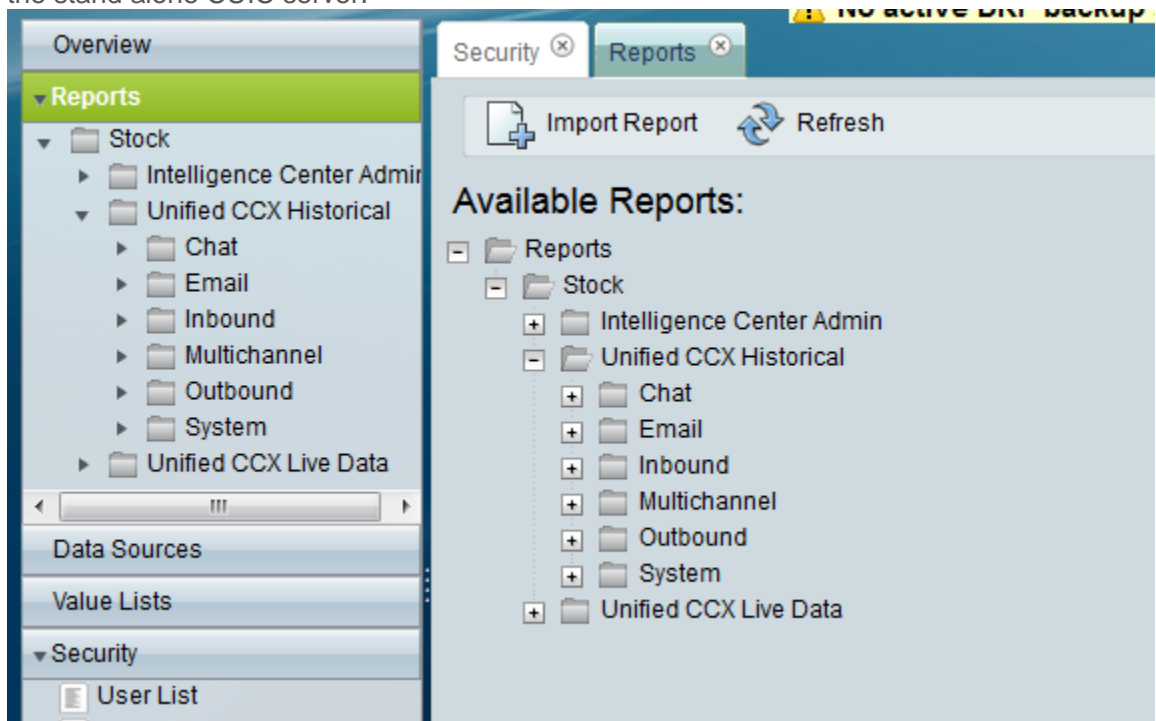
- Append the letters "\_uccx" to the instance name.  
For example, if the hostname is "802UCCX-Ha-Node1", enter "i802uccx\_ha\_node1\_uccx" in the Server Name field.

9. If you open the reports section of the interface, you will note that there are no stock reports available for UCCX. In order to get the stock reports, you must export them from the CUIC instance built into UCCX. In the 11.X series of UCCX/CUIC, it is necessary to get into the "older" part of the interface to do this. Select "Users" on the left side, and it will pop a new browser tab with the older interface.

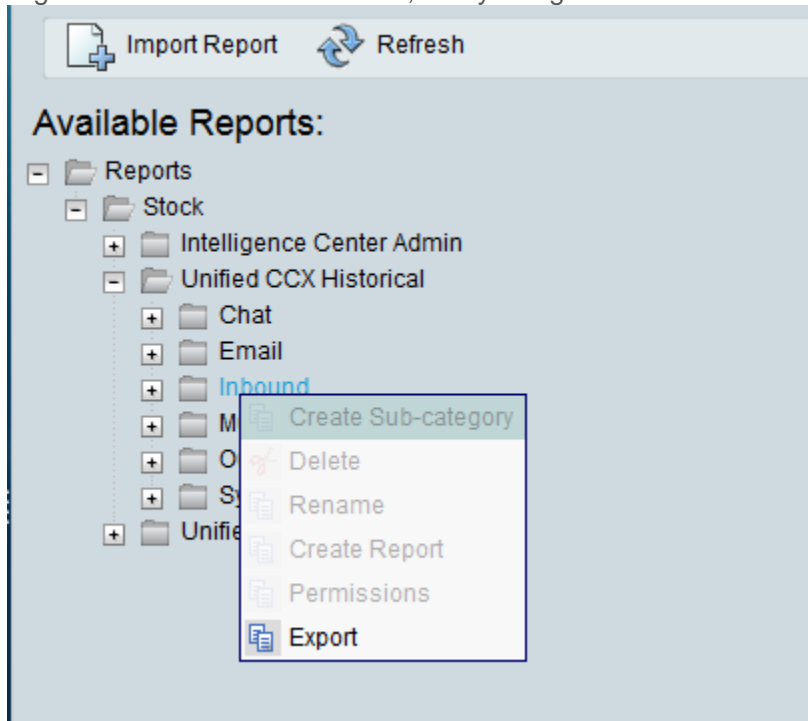


10. Click on the reports drawer on the left side. Then in the right hand pane, expand the stock reports, and then the Unified CCX Historical reports folders. Note that while you can export the live data reports, you cannot get the live data feed from UCCX to

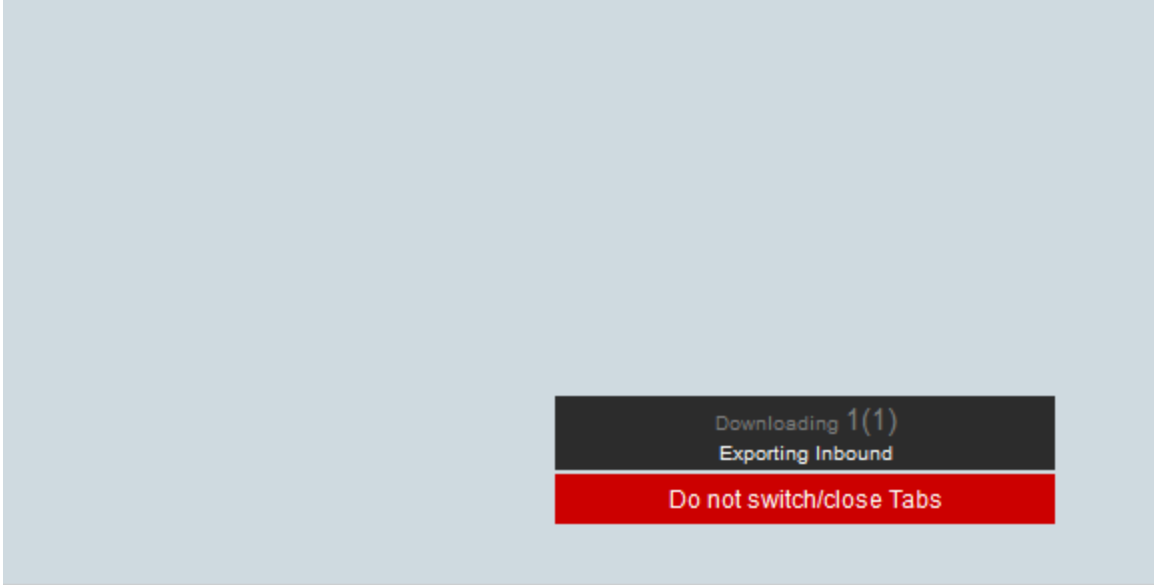
the stand alone CUIC server.



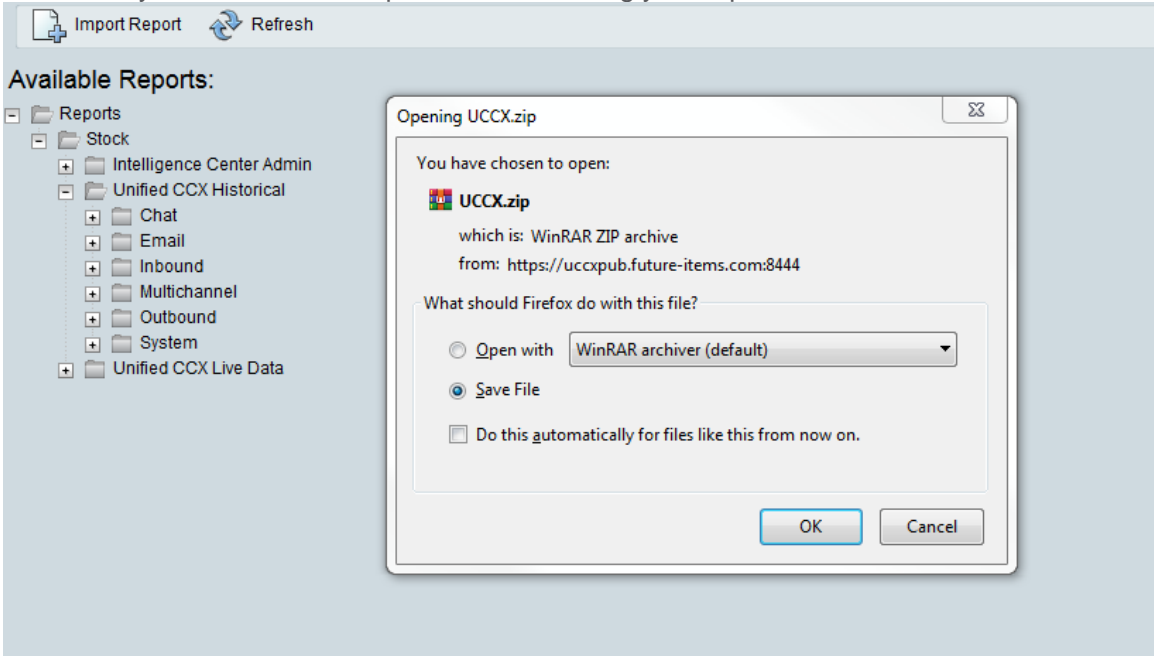
11. Right click on the Inbound folder, and you'll get the submenu shown.



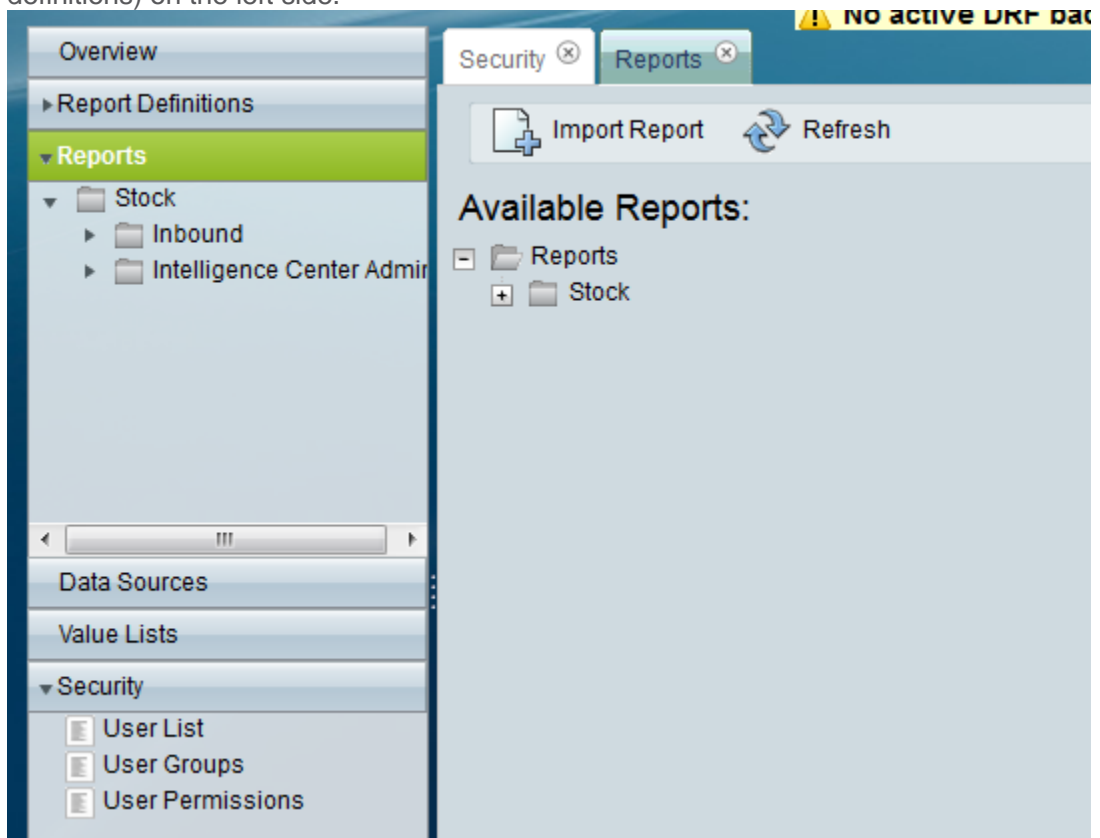
12. Once you select export, you'll see the following appear at the bottom right on your screen.



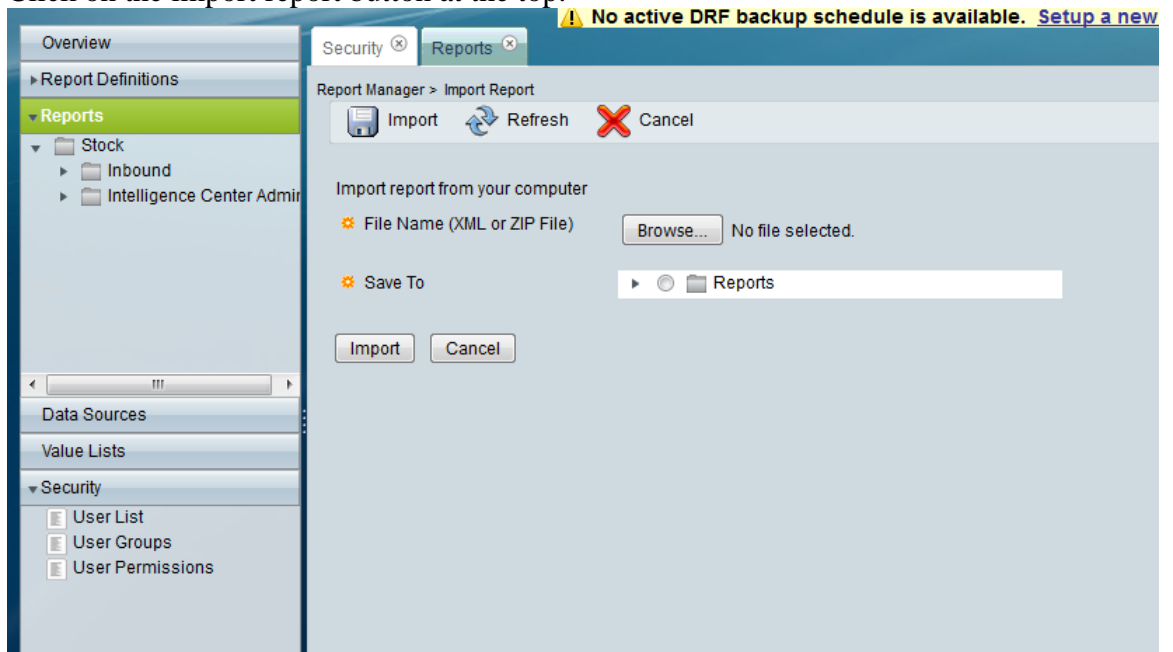
Followed by a download of a zip archive containing your report definitions:



13. Go back to your Stand Alone CUIC interface. Click on Reports (not report definitions) on the left side.

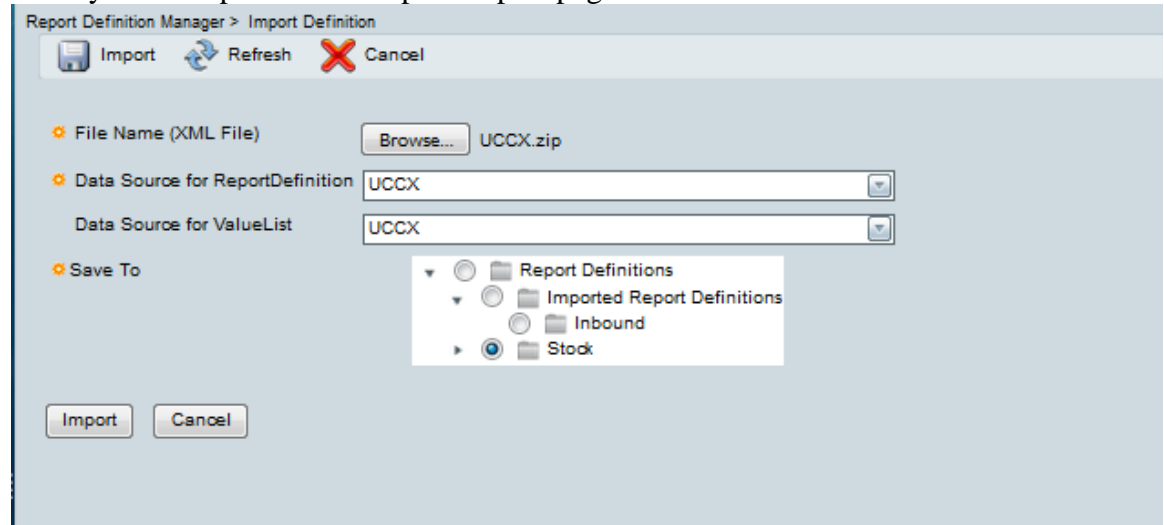


14. Click on the import report button at the top.

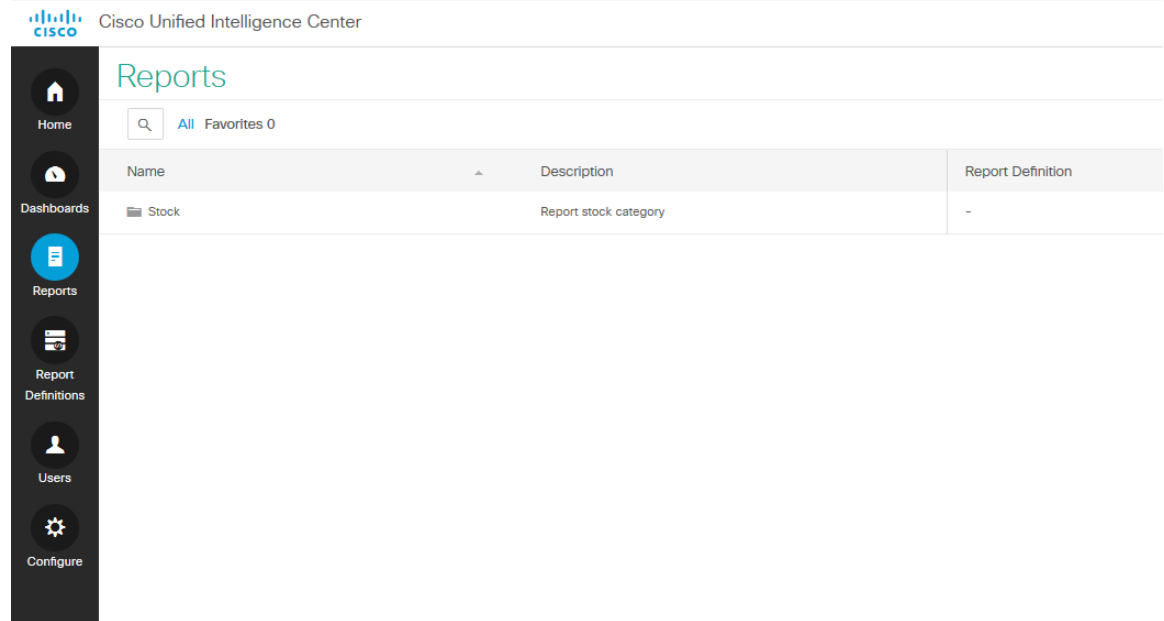


15. Select your archive using the browse button. Use the drop downs below that and select the data source you set up in step 8. Then select the place where you'd like

your reports to go. The screen shot below shows some additional fields that show up where you must select the data source you created in #8. This screen shot is from the Import Definition page, but it will expose the data source dropdowns when you hit import on the Import Report page.









- 16.
17. Hit Import, and the deed is done!
18. Go back to the “New” part of the interface, and select reports



When you click on stock to expand it, you'll see your new report templates you just pulled in:





-  Home
-  Dashboards
- 
-  Report Definitions
-  Users
-  Configure

## Reports







All Favorites 0

Reports > Stock

Name	Description
 Intelligence Center Admin	
 Inbound	

When I click on Inbound, there they are!












Most Visited Getting Started Bill Pay Podio SRE page Blueprints Alegent MRA Checker Travel Concur

-  Home
-  Dashboards
- 
-  Report Definitions
-  Users
-  Configure

## Reports

All Favorites 0

Reports > Stock > Inbound

Name	Description	Report Definition
 Traffic Analysis Report	Traffic Analysis Report	Traffic Analysis Report Definition
 Reason Report by Reason Grouping	Reason Report by Reason Grouping	Reason Report - Reason Grouping
 Reason Report by Agent Grouping	Reason Report - Agent Grouping	Reason Report - Agent Grouping
 Priority Summary Activity Report	Priority Summary Activity Report	Priority Summary Activity Report Definition
 Detailed Call CSQ Agent Report	Detailed Call CSQ Agent Report	Detailed Call CSQ Agent Report Definition
 Detailed Call by Call Ccdr Report	Detailed Call by Call Ccdr Report	Detailed Call by Call Ccdr Report Definition
 CSQ All Fields Report	CSQ All Fields Report	CSQ All Fields
 CSQ Agent Summary Report	CSQ Agent Summary Report	CSQ Agent Summary Report Definition
 Contact Service Queue Service Level Priority Summar...	Contact Service Queue Service Level Priority Summary Report	CSQ Service Level Priority Summary Report Definition
 Contact Service Queue Priority Summary	Contact Service Queue Priority Summary	Contact Service Queue Priority Summary Report Definitor
 Contact Service Queue Call Distribution Summary	Contact Service Queue Call Distribution Summary	Contact Service Queue Call Dist Summary Definition