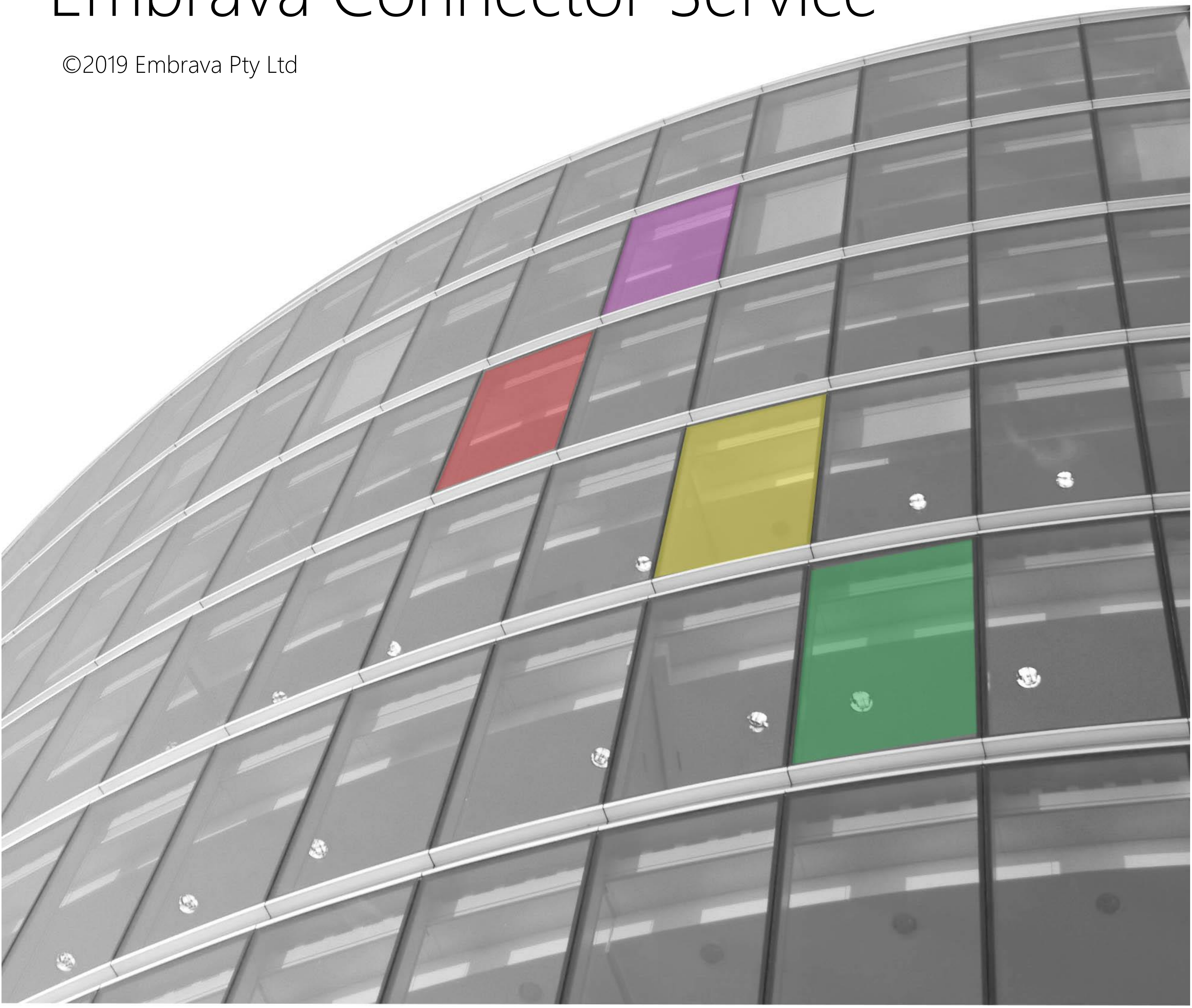
embrava®

Installation Guide

Embrava Connector Service



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Introduction

The purpose of this document is to describe installation process of the *Embrava Connector Service*. It is a windows service application developed to retrieve PCCE/UCCE or UCCX statistics data from the database and send them to *Embrava Gadget*.

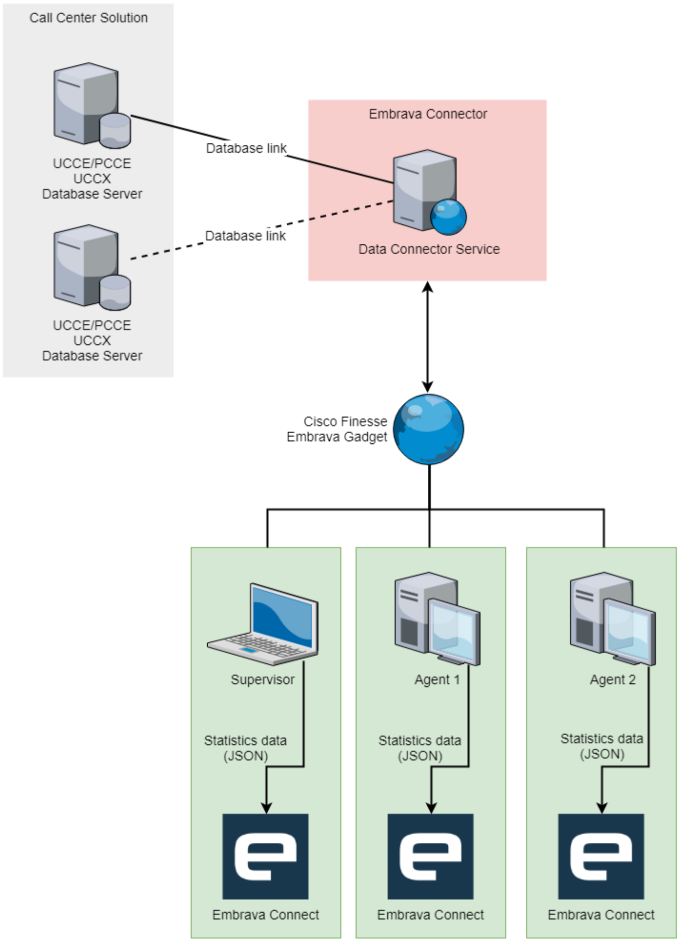
It is highly recommended to install *Embrava Connector Service* first before *Embrava Gadget*.

Overview

Embrava Connector Service is installed on the server as a Windows service. Embrava Gadget can connect to it as soon as *Embrava Connector Service* is started in the Windows services panel.

Each instance of the *Embrava Gadget* applications subscribes for the specific type of the statistics. *Embrava Connector Service* executes only one SQL query for each type of the statistics. For example, if three *Embrava Gadget* users request for the same statistics then *Embrava Gadget* will execute only one SQL query on PCCE/UCCE or UCCX database and update all three instances of *Embrava Gadget*. Please find more details on the below diagram.

Cisco Finesse Embrava Gadget



Deployment

Prerequisites

Application can be deployed only on Windows OS with the newest .NET framework installed on it. User needs to have an administrator rights to install *Embrava Connector Service* and configure it.

UCCE/PCCE

UCCE/PCCE chapter from *Embrava Connector Service - UCCE_PCCE and UCCX Database Configuration Guide 1.1.pdf* must be completed before *Embrava Connector* Service is installed.

MSSQL AWDB database should be accessible from *Embrava Connector* server. There are no other configuration steps required on *Embrava Connector* server.

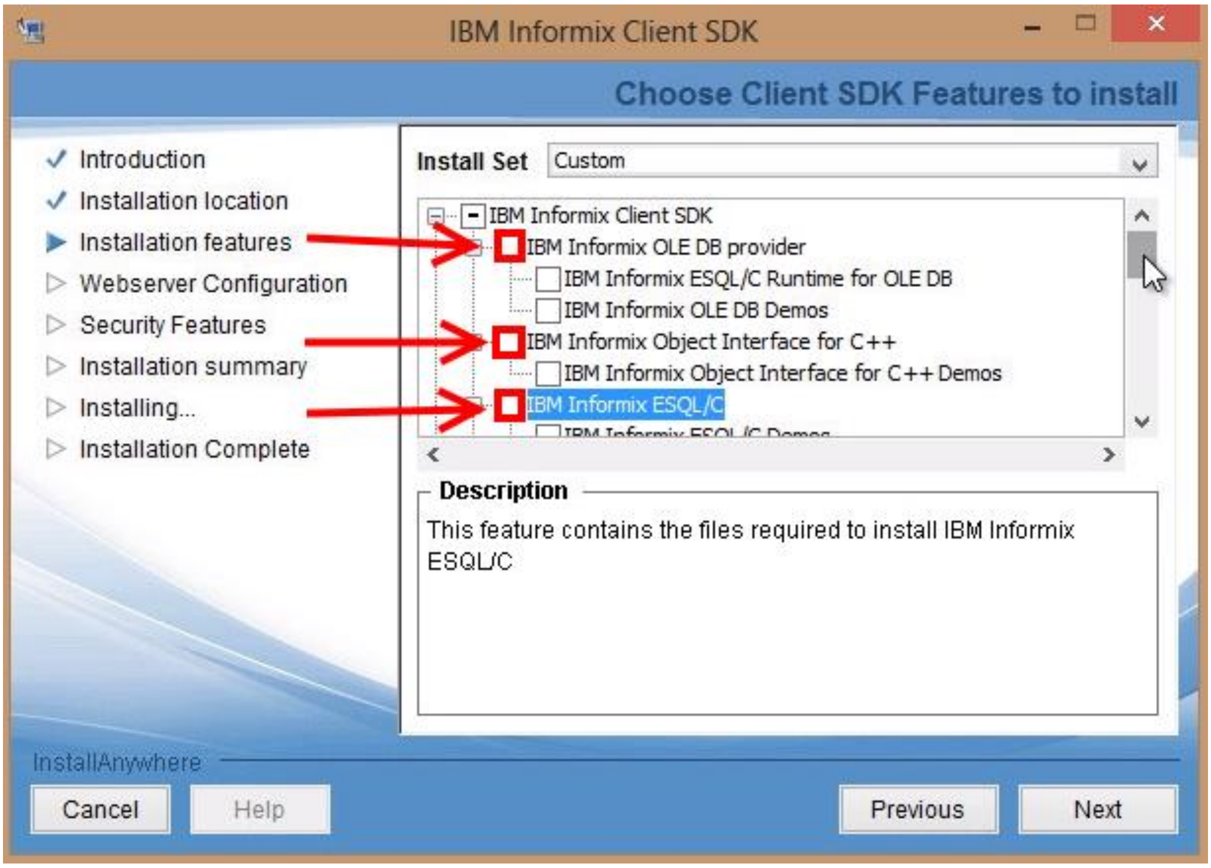
UCCX

UCCX chapter from *Embrava Connector Service - UCCE_PCCE and UCCX Database Configuration Guide 1.1.pdf* must be completed before *Embrava Connector* Service is installed.

UCCX uses Informix database to store all data. Connection to this type of database is much more complicated then MSSQL which is used for UCCE/PCCE deployments. Additional steps are required on *Embrava Connector* server.

- Install IBM Informix Client SDK on *Embrava Connector* server using below instruction:

    1. Download Installation package
    2. Start installer using *installclientsdk.exe* file
    3. Unset the following checkbox during the installation:


IBM Informix Client SDK
Choose Client SDK Features to install
✓ Introduction
✓ Installation location
▶ Installation features
▷ Webserver Configuration
▷ Security Features
▷ Installation summary
▷ Installing...
▷ Installation Complete
□ IBM Informix Client SDK
□ IBM Informix OLE DB provider
□ IBM Informix ESQL/C Runtime for OLE DB
□ IBM Informix OLE DB Demos
□ IBM Informix Object Interface for C++
□ IBM Informix Object Interface for C++ Demos
□ IBM Informix ESQL/C
□ IBM Informix ESQL/C Demos
InstallAnywhere
Cancel
Help
Previous
Next

Install Set: Custom

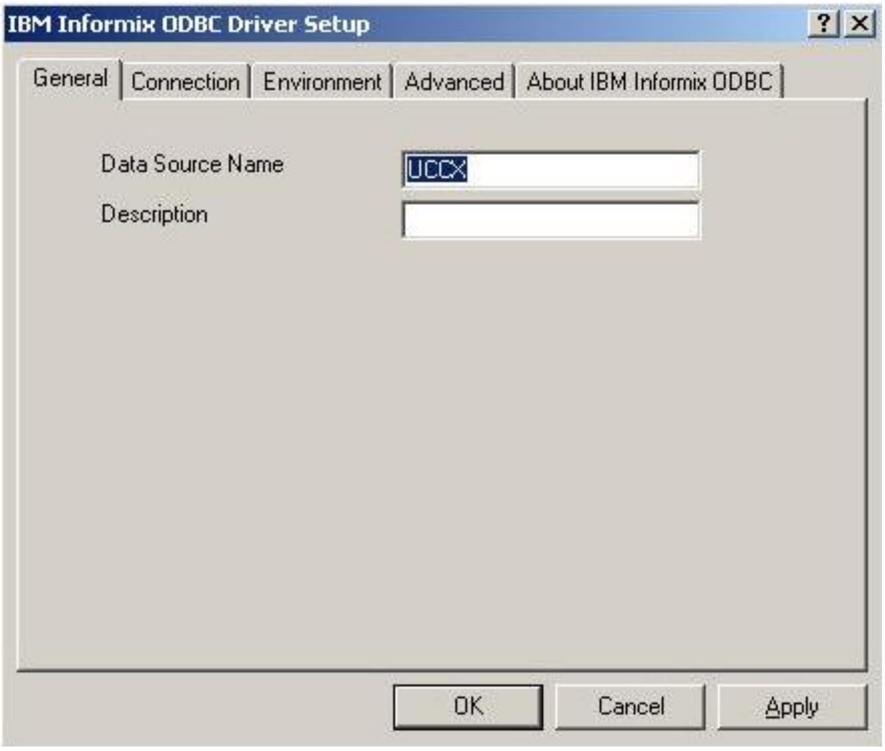
Description

This feature contains the files required to install IBM Informix ESQL/C

In case of any problems with the installation process please visit this site.

- As soon as Informix client SDK is installed then ODBC drivers should be configured using the below instruction:

    1. Copy the following path: *C:\windows\sysWOW64\odbcad32.exe* and paste in running dialog
    2. Select the System DSN tab. ODBC Data Source Administrator window is displayed.
    3. Click on Add to create a new DSN.
    4. The Create New Data Source window is displayed. From the list of available data sources, select IBM INFORMIX ODBC DRIVER. Click Finish.
    5. The ODBC Driver Setup window is displayed. Enter a unique DSN name. Enter a suitable description. Click Apply.



IBM Informix ODBC Driver Setup

Data Source Name: UCCX

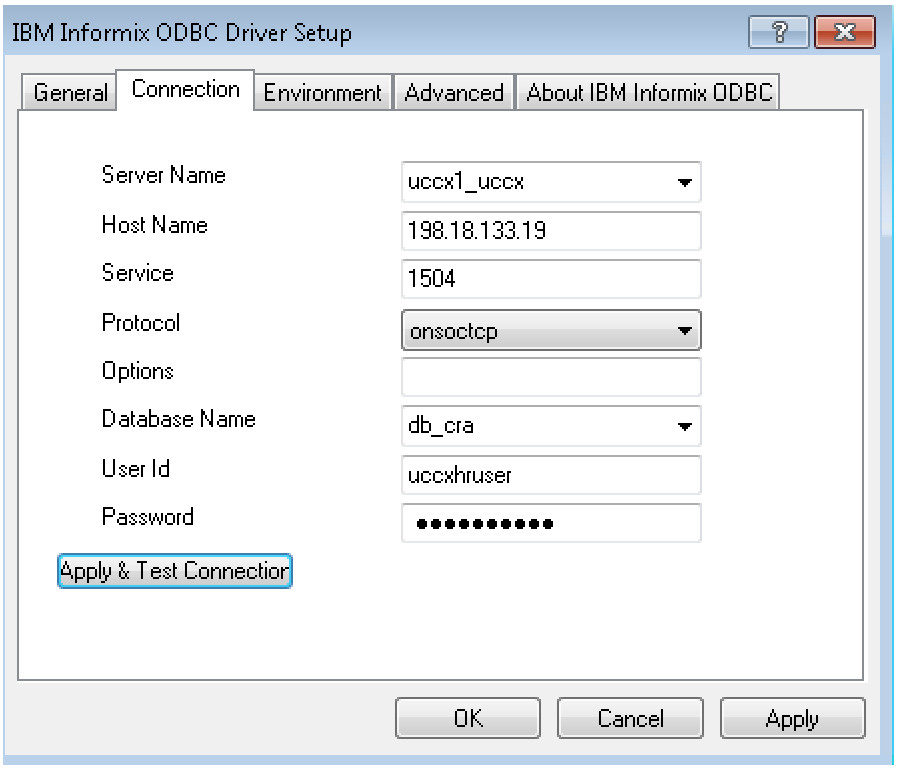
Description:

6. Select the Environment tab. Select the Use Server Database locale check box. Ensure that the entry for Fetch Buffer size field is 32767. If default entry is other than 32767, then manually change it to 32767. And change Client locale to value (en_us.819), Click Apply.
7. Select the Connection tab. In the server name field, enter the instance name of Informix server of the set up. The following naming conventions must be followed when creating an instance name:
   a. Add the letter "i" as a prefix to the instance name, if the host name starts with a number.
   b. Enter the instance name after converting all upper-case letters to lower-case.
   c. Replace hyphens with underscore.
   d. Append the letters "_uccx" to the instance name.

   For example, if the host name is "802UCCX-Ha-Node1", then you should enter "i802uccx_ha_node1_uccx" in the server name field.

   In the host name field, enter either host name or IP address of UCCX server. In service field, enter 1504 which is the TCP port number. In the 'Protocol' field, choose 'onsoctcp'. In the database field, enter 'db_cra' which is the database name that stores historical data. In the userId field, enter 'uccxhruser' which is the default Historical Reporting user. The password for this user can be set at 'Password Management' page of the Unified CCX Administration web interface. The password management page appears under 'tools' menu of appadmin. In the password field of ODBC Driver set up page, enter the password which is set at 'Password management page' by administrator. Click Apply & Test connection.

8. Ensure that the Test Connection was successful message is displayed. You can view the newly created DSN in the list of DSNs. Close the window.



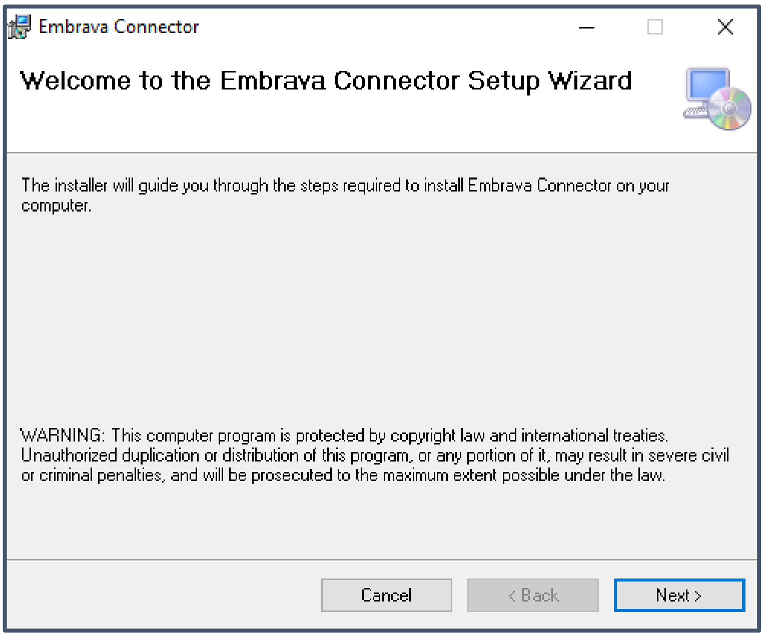
Server Name: uccx1_uccx
Host Name: 198.18.133.19
Service: 1504
Protocol: onsoctcp
Options:
Database Name: db_cra
User Id: uccxhruser
Password: ●●●●●●●●●●●

Please be aware that name of the ODBC source should be set to: *UCCX* (as it is in the above instruction).

Optional step: Install RazorSQL tool. It allows to debug SQL queries and access UCCX database directly.

Installation

1. Execute *EmbravaConnector.msi* as an administrator
2. Follow the setup wizard

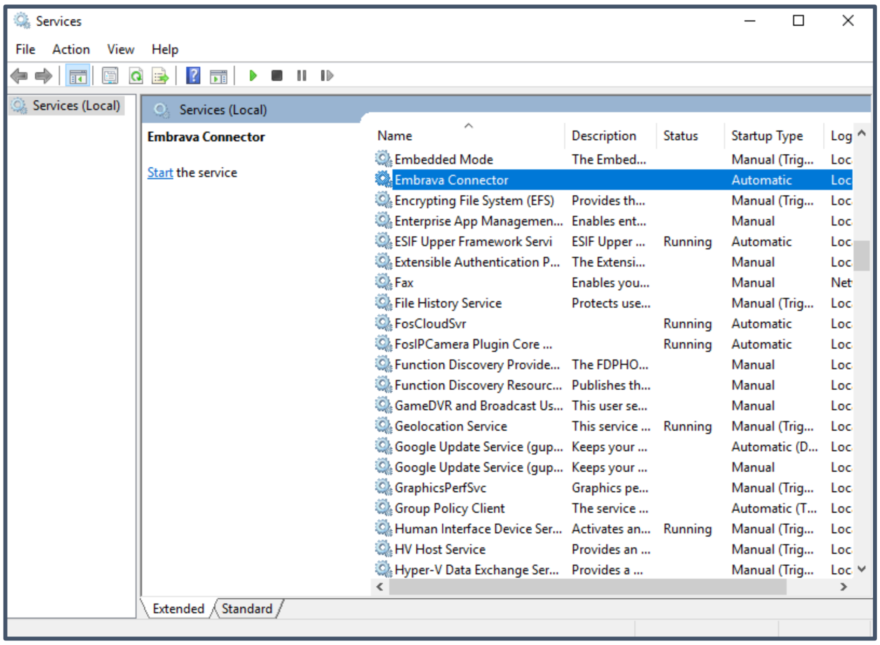


Welcome to the Embrava Connector Setup Wizard

The installer will guide you through the steps required to install Embrava Connector on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.

3. Configure application (please find more details in the next chapter)
4. Start *Embrava Connector Service* using Windows Services manager



Embrava Connector

Start the service

Name	Description	Status	Startup Type	Log
Embedded Mode	The Embed...		Manual (Trig...	Loc
Embrava Connector			Automatic	Loc
Encrypting File System (EFS)	Provides th...		Manual (Trig...	Loc
Enterprise App Managemen...	Enables ent...		Manual	Loc
ESIF Upper Framework Servi	ESIF Upper ...	Running	Automatic	Loc
Extensible Authentication P...	The Extensi...		Manual	Loc
Fax	Enables you...		Manual	Net
File History Service	Protects use...		Manual (Trig...	Loc
FosCloudSvr		Running	Automatic	Loc
FosIPCamera Plugin Core ...		Running	Automatic	Loc
Function Discovery Provide...	The FDPHO...		Manual	Loc
Function Discovery Resourc...	Publishes th...		Manual	Loc
GameDVR and Broadcast Us...	This user se...		Manual	Loc
Geolocation Service	This service ...	Running	Manual (Trig...	Loc
Google Update Service (gup...	Keeps your ...		Automatic (D...	Loc
Google Update Service (gup...	Keeps your ...		Manual	Loc
GraphicsPerfSvc	Graphics pe...		Manual (Trig...	Loc
Group Policy Client	The service ...		Automatic (T...	Loc
Human Interface Device Ser...	Activates an...	Running	Manual (Trig...	Loc
HV Host Service	Provides an ...		Manual (Trig...	Loc
Hyper-V Data Exchange Ser...	Provides a ...		Manual (Trig...	Loc

Configuration

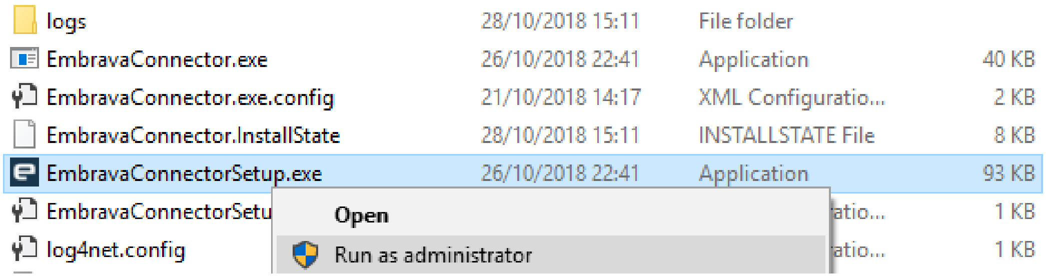
Administrator can start configuring *Embrava Connector Service* as soon as it is installed but before it is started (point 3 in Installation chapter):

1. Navigate to the *Embrava Connector Service* installation folder set in the setup wizard.

   For example:

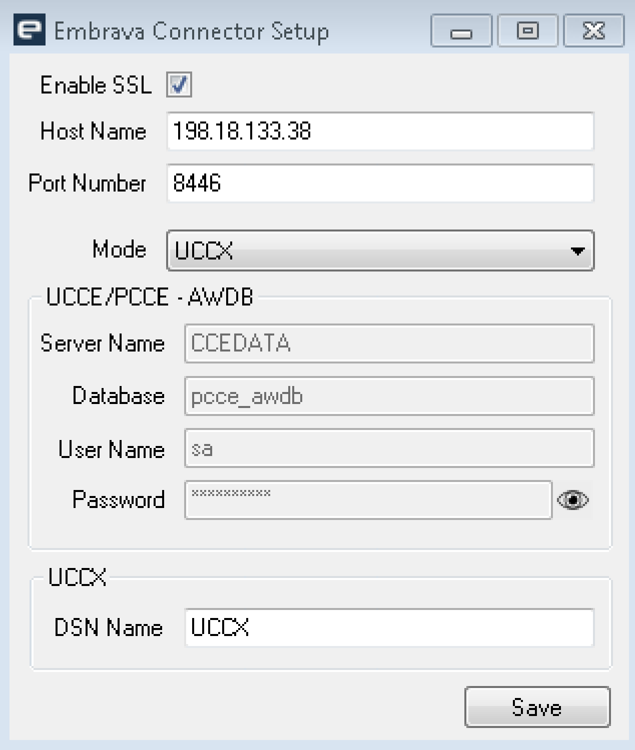
   ```
   C:\Program Files (x86)\Embrava\Embrava Connector\
   ```

2. Right click on EmbravaConnectorSetup.exe file and choose “Run as administrator” option



logs	28/10/2018 15:11	File folder	
EmbravaConnector.exe	26/10/2018 22:41	Application	40 KB
EmbravaConnector.exe.config	21/10/2018 14:17	XML Configuratio...	2 KB
EmbravaConnector.InstallState	28/10/2018 15:11	INSTALLSTATE File	8 KB
EmbravaConnectorSetup.exe	26/10/2018 22:41	Application	93 KB
EmbravaConnectorSetu		atio...	1 KB
log4net.config		atio...	1 KB

3. Configure Embrava Connector Service using setup application



Embrava Connector Setup

Enable SSL ☑

Host Name 198.18.133.38

Port Number 8446

Mode UCCX

UCCE/PCCE - AWDB

Server Name CCEDATA

Database pcce_awdb

User Name sa

Password **********

UCCX

DSN Name UCCX

a. **Enable SSL** – *Embrava Connector Service* URL starts with HTTP (SSL disabled) or HTTPS (SSL enabled). Assign application to the certificate if SSL is enabled. Please find more details here.

b. **Host Name** – *Embrava Connector* server host name.

c. **Port Number** – *Embrava Connector* port number.

d. **Mode** – Available options:

i. Demo – This option shouldn't be chosen on live environment. Please use it if for any reasons database is unavailable and application should send dummy data every 2 seconds.

ii. UCCE/PCCE – Choose this option if statistics data should be retrieved from AWDB database. AWDB connection details will be used.

iii. UCCX – Choose this option if statistics data should be retrieved from Informix database. ODBC connection will be used. This connection should be configured as part of prerequisites chapter.

e. AWDB Configuration section (Used only if UCCE/PCCE mode is selected)

i. **Server Name** – Cisco awdb server hostname.

ii. **Database** – Cisco awdb DB name.

iii. **User Name** – Cisco awdb server user name.

iv. **Password** – Cisco awdb server password.

f. UCCX Configuration section (Used only if UCCX mode is selected)

i. **DSN Name** – Provide DSN name configured previously here.

SSL Certificate

1. If you don't have your own certificate, please generate one on *Embrava Connector Service* server:

a. Click Start and run: *mmc.exe*

b. On Menu bar select: *"File" and "Add/Remove Snap-in…"*

c. Under Available snap-ins, select Certificates and press *"Add"*

d. Select *Computer Account* for the certificates to manage. Press *Next*.

e. Select *Local Computer* and press *Finish*.

f. Press *OK* to return to the management console.

g. Generate personal certificate

2. Double click on the certificate and open *Details* tab
3. Scroll down and click on Thumbprint
4. Copy value from text box
5. Replace <Thumbprint> with copied value
6. Replace <Port Number> with *Embrava Connector Service* Port Number
7. Execute below command in CMD started as administrator

```
netsh http add sslcert ipport=<Ip Address>:<Port Number>
certhash=<Thumbprint> appid={7bc85aba-67c5-4e1a-aecb-47bf4ae878f2}
```

For example:

```
netsh http add sslcert ipport=198.18.133.38:8446
certhash=774837202b69cd50f89d2481c5708f428aef1d3c appid={7bc85aba-67c5-
4e1a-aecb-47bf4ae878f2}
```

8. All agents need to add certificate used above as an Exception in their browser. The easiest way to do it is access *Embrava Connector Service* endpoint from Agents' web browser and add the exception. *Embrava Connector Service* endpoint URL:

```
https://<Host Name>:<Port Number>/signalr/hubs
```

For example:

```
https://wkst2.dcloud.cisco.com:8446/signalr/hubs
```

Troubleshooting

User by default can find logs in EmbravaConnector.log file located in <APPLICATION_PATH>/logs.

END OF DOCUMENT.