***Contact Center Operations***

eCLDeleteLog Application

Implementation Run Book

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| *Description* | 14478 – Delete eCoaching/Warning Log |

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##### Revision History

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| Date | Change Description | Author |
| 6/9/2015 | Initial Revision | Lili Huang |

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| Overview |

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| Purpose: | The purpose of this run book is to provide a documented process and instruction on how authorized CCO Engineers should implement GDIT-developed changes for CCO eCL Delete eCoaching/Warning Log Application per SCR 14478. |
| Change Summary: | Initial Version. |
| Dependencies: | None |
| Affected Server(s): | PROD SERVER: f3420-mwbp11.vangent.local |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * Version Manager access * WinZip, 7-Zip, or some other compression / decompression utility installed |

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| Implementation Steps |

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| Purpose/Scope: | This process describes the steps taken to implement changes to CCO eCL Delete eCoaching/Warning Log Application in the production environment for SCR 14478. |
| Responsibility: | Lili Huang/Susmitha Palacherla/David Hinman/Lola Treinen |
| References / forms/ documents: | VM: \\cmlibrary\_02\cms\archives\eCoaching\_V2\ |
| Preconditions: | None |
| Procedure |  |
| Step 1: | Get the following file from TFS:   * eCoaching\_V2\UI Code\eCLDeleteLog.zip - 32350 |
| Step 2: | **For Production implementation only:**  Unzip the in file from step 1 on the f3420-mwbp11.vangent.local server to the directory:  D:\Apps\inetpub\wwwroot\ |
| Step 3: | Configure IIS   * Go to IIS and locate the site directory on the left directory pane; * Right click the directory, select “Convert to Application”; * In “Add Application” pop up, enter “eCLDeleteLog” under “Alias:”. For “Application pool:”, select “CoachPoolMNET4”. |
| Step 4: | Type in the following URL in a browser, authentication dialog should pop up. Since John is the only one that has access to production to URL, there is nothing that can be verified.  <https://f3420-mwbp11.vangent.local/eCLDeleteLog/Search.aspx>  Notify John Tiongson [*johneric.tiongson@gdit.com*](mailto:johneric.tiongson@gdit.com) |
| Post-conditions: | None |
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| Important Notes |

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| Purpose/Scope: | This section lists any other items of note for the implementation. |
| Note 1: |  |
| Note 2: |  |
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