***Contact Center Operations***

eCoaching Log Admin Portal

Implementation Run Book

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| TFS | 24020 – Remove eCL Site Usage Report; |

##### Revision History

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| --- | --- | --- | --- |
| Date | Change Description | | Author |
| 06/06/2016 | TFS 2527 - eCL Admin Tool.  (Inactivate/Reactivate/Reassign logs) | | Lili Huang |
| 12/02/2016 | TFS 3841 (Parent 3027) – Added Sr. Mgr. Dashboard | | Lili Huang |
| 4/24/2017 | TFS 5421 - Delete logs;  TFS 5420 - Reporting;  TFS 5621 - Initial Reporting. | | Lili Huang |
| 05/01/2017 | TFS 5919 – Move the functionality of the current Access Control List to the Admin Tool | | Lili Huang |
| 07/11/2017 | TFS 7346 - Allow for Inactivation of completed logs. | | Lili Huang |
| 01/19/2018 | TFS 7856 – Encryption/Decryption | | Lili Huang |
| 03/30/2018 | TFS 10566 – stored procedure in admin tool needs schema designator | | Lili Huang |
| 7/19/2018 | TFS 7136 – New Submission;  TFS 7137 – My Dashboard;  TFS 7138 – Historical Dashboard;  TFS 10904 – Survey; | | Lili Huang |
| 08/24/2018 | TFS11705 – Update SSRS URLs;  TFS 11896 – Create maintenance page; | | Lili Huang |
| 08/31/2018 | TFS 11983 – Include a link to ecl sharepoint site to report issues; | | Lili Huang |
| 11/29/2018 | TFS 12567 – Add IIS activity Reporting function to eCoaching Admin Portal; | | Lili Huang |
| 12/18/2018 | TFS 12962 – IIS log reporting performance tweak; | | Lili Huang |
| 02/15/2019 | TFS 13450 – Migrate Dev web server to ad.local domain | | Lili Huang |
| 03/08/2019 | TFS 13716 – Add Dual as a Program and change Module label | | Lili Huang |
| 04/15/2019 | TFS 14117 – Quality Now SSRS | | Lili Huang |
| 05/08/2019 | TFS 13918 – Change ‘From’ email address to ‘@maximus.com’; Email format change; | | Lili Huang |
| 06/25/2019 | TFS 14787 – Update to Maximus mail relay mail server; | | Lili Huang |
| 07/09/2019 | TFS 14849 – Update GDIT links to Maximus ones;  TFS 14787 – Update SMTP mail relay to Maximus server; | | Lili Huang |
| 10/04/2019 | TFS 14679 - Followup;  TFS 15600 - London Alternate Channels Bingo;  TFS 15653 - Display Pending Follow-up logs on CSRs dashboard; | | Lili Huang |
| 05/04/2020 | TFS 17123 – Add “ad.local” in application url | | Lili Huang |
| 07/31/2020 | TFS 17811 – Remove dashboard | | Lili Huang |
| 09/29/2020 | TFS 18731 – Edge display issue on reporting pages | | Lili Huang |
| 04/15/2021 | TFS 20973 – New servers | | Lili Huang |
| 06/21/2021 | TFS 21991 – smtp switch from ironport to maxcorp | | Lili Huang |
| 10/06/2021 | TFS 22255 – QN Enhancement; | Lili Huang | |
| 03/12/2022 | TFS 24020 – Remove eCL Site Usage Report | Lili Huang | |

**Affected Servers:**

UVAAPADWEB50CCO*(production web server)*

UVAAPADSQL50CCO*(production database server)*

**Implementation Steps:**

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| **Step1:** | 1. Get file from TFS - $/eCoaching\_V2/Code/ecl\_admin\_publish.zip Changeset **51238** 2. RDP to production web server with your SA account. 3. Backup folder D:\Sites\eCLAdmin. 4. Under folder D:\Sites\ eCLAdmin, make a copy of maintenance.html, and rename the copy to index.html. 5. Go to https://UVAAPADWEB50CCO.ad.local/ecl\_admin, maintenance page should display. |
| **Step2:** | 1. Using SQL Server Management Studio (SSMS) or another query tool, connect to eCL production database (**eCoaching**). 2. Run the following SQL scripts:   -- drop stored procedures  DROP PROCEDURE IF EXISTS [ec].[sp\_InsertInto\_IISLog\_From\_Stage]  GO  DROP PROCEDURE IF EXISTS [ec].[sp\_GetPageCountByDay]  GO  DROP PROCEDURE IF EXISTS [ec].[sp\_GetPageCountByHourOfDay]  GO  DROP PROCEDURE IF EXISTS [ec].[sp\_GetPageCountByMonth]  GO  DROP PROCEDURE IF EXISTS [ec].[sp\_GetPageCountByWeek]  GO  -- drop tables  DROP TABLE IF EXISTS [ec].[IISLog\_Stage];  GO  DROP TABLE IF EXISTS [ec].[IISLog\_FileImport];  GO  DROP TABLE IF EXISTS [ec].[IISLog];  GO |
| **Step3:** | 1. Delete **ALL** files under D:\Sites\ eCLAdmin **except for index.html AND web.config**. 2. Unzip ecl\_admin\_publish.zip from step 1 to folder D:\Sites\eCLAdmin. **Do NOT overwrite web.config.** 3. Edit web.config “Prod.VnV.IPs” section, remove all exiting IPs, then add testers’ IPs, separated by comma. 4. Testers should see the site is up. Check with testers to confirm. |
| **Step4:** | 1. Notify those who are going to work on post prod V&V that it is ready for them to test.  2. Once post prod V&V is passed, **delete index.html** under D:\Sites\eCLAdmin.   1. Notify program. |