***Contact Center Operations***

eCL AdminWeb Application

Implementation Run Book

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| Description | **TFS 7136 – New Submission;**  **TFS 7137 – My Dashboard;**  **TFS 7138 – Historical Dashboard;**  **TFS 10904 – Survey;** |

##### Contents

[Overview 1](#_Toc452963680)

[Implementation Steps 1](#_Toc452963681)

[Important Notes 2](#_Toc452963682)

[Appendix: 3](#_Toc452963683)

##### 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 |

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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 eCL Admin Web Application per TFS 7136, 7137, 7138, 10904. |
| Change Summary: |  |
| Dependencies: | None |
| Affected Server(s): | PROD Web Server: f3420-mwbp11.vangent.local |
| Security Impact: | None |
| Access Level Needed: | Implementer needs:   * TFS access |

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| Implementation Steps |

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| Purpose/Scope: | This process describes the steps taken to implement changes to eCL Admin Web Application in the production environment for TFS 7136, 7137, 7138, 10904. |
| Responsibility: |  |
| References / forms/ documents: | In TFS:   * **<**eCoaching\_V2\UI Code\eCoaching\_Admin.zip> - **Changeset 40483** |
| Preconditions: | None |
| Procedure: |  |
| Step 1: | **For Production implementation only:**  RDC to Production server: f3420-mwbp11.vangent.local;  Go to the IIS application server and filter access to prevent any user access except for the tester’s IP address;  *See Appendix on “How to add IP restrictions to deny access to eCL Admin site”* |
| Step 2: | **For Production implementation only:**  Backup folder D:\inetpub\wwwroot\coach;  Delete all files under D:\inetpub\wwwroot\coach except:   * web.config   Unzip the file from Step 1 to folder D:\inetpub\wwwroot\coach, **do not overwrite web.config**. |
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| Step 3: | **For Production implementation only:**  Notify tester to test. |
| Step 4: | **For Production implementation only:**  Once tester has given approval, go to the IIS application server and update filter to allow all user access.  *See Appendix on “How to remove IP restrictions”* |
| Step 5: | Notify program. |
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| 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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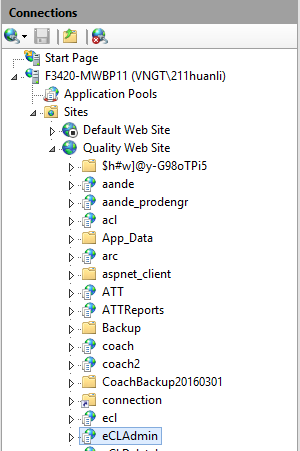
# Appendix:

**How to add IP restrictions to deny access to eCL Admin site**

1. Remote Desktop Connect to production web server.
2. Open **Internet Information Services (IIS) Manager**:

* On the taskbar, click **Server Manager**, click **Tools**, and then click **Internet Information Services (IIS) Manager**.

1. In the **Connections** pane, expand the server name, expand **Sites**, and then **Quality Web Site**, **eCLAdmin**.

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1. In the **Home** pane, double-click the **IP Address and Domain Restrictions** feature.



1. In the **IP Address and Domain Restrictions** feature, click **Edit Feature Settings…** in the **Actions** pane. Select **Deny** for **Access for unspecified clients:** dropdown, click OK.



1. Click **Add Allow Entry…** in the **Actions** pane, enter the **IP** address that you wish to allow, and then click OK.

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**How to remove IP restrictions**

1. In the **IP Address and Domain Restrictions** feature, click **Edit Feature Settings…** in the **Actions** pane. Select **Allow** for **Access for unspecified clients:** dropdown, click OK.



1. In the **IP Address and Domain Restrictions feature**, select the IP address added in step 6, and click **Remove** in the Actions pane.

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