***Contact Center Operations***

eCoaching Log Web Application

Implementation Run Book

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| Description | **TFS 11576 – New feed (PBH);**  **TFS 11602 – More explicit message is needed when sub-coaching reason is not selected;** |

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##### Revision History

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| Date | Change Description | Author |
| 07/19/2018 | TFS 7136 – New Submission;  TFS 7137 – My Dashboard;  TFS 7138 – Historical Dashboard;  TFS 10904 – Survey; | Lili Huang |
| 08/01/2018 | TFS 11576 – New feed (PBH);  TFS 11602 – More explicit message is needed when sub-coaching reason is not selected; | 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 eCoaching Log Web Application per TFS 11576 and 11602. |
| Change Summary: |  |
| Dependencies: | None |
| Affected Server(s): | PROD 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 eCoaching Log Web Application in the production environment for TFS 11576 and 11602. |
| Responsibility: |  |
| References / forms/ documents: |  |
| Preconditions: | None |
| Procedure: |  |
| Step 1: | Get the following two files from TFS – **Changeset 40579**  $/eCoaching\_V2/UI Code/eCoaching.zip  $/eCoaching\_V2/UI Code/web.config |
| Step 2: | **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 eCoaching site”* |
| Step 3: | **For Production implementation only:**   * Unzip eCoaching.zip from Step 1 to folder   d:\inetpub\wwwroot\ eCoachingLog, **do not overwrite web.config**;   * Copy web.config from step 1 to folder d:\inetpub\wwwroot\eCoachingLog. |
| Step 4: | **For Production implementation only:**  Notify tester to test. |
| Step 5: | **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 6: | 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 eCoaching 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**, **coach**.

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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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