

UCCX Agent State Wallboard

UAW v2.2

Installation Guide

October 2016

Document version 2.2a

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Document History

Date	Author	Version	Summary
March 2015	Sascha Monteiro	1.5	Initial installation guide
October 2016	Murray Lum	2.2a	Updated script folders and added installation overview.

Related Documents

Document	Description
UAW_Administration_Guide	UAW wallboard creation and settings
UAW_Technical_Reference	Technical description and parameters for engineers and designers

1 Preparation

Our VM guest specifications for UAW are:

- 2 vCore 64 bit CPU or 4 vCore if over 50 agents
- 4GB RAM
- 150GB HDD

We will build a VM and export this as an "OVF"(or OVA archive) which you can directly import into the ESXi, without any pre-configuration on the VMware host.

Please fill out the form at <https://www.ateasystems.com/virtual-server-config/> so that we can build the VM for you. If you have any questions, email us at support@ateasystems.com

Here's what we need to build your VM:

- Hostname
- IP-address (& mask & gateway)
- DNS details
- NTP IP-address
- SMTP IP-address

Later, we'll also need this information to generate a license file:

- UAW server mac-address
- UCCX IP-address (primary)
- UCCX hostname (primary)
- UCCX passwords for wallboarduser and hruser (required for configuration)

We use remote access for installation and support. Please advise any VPN details to the support team at Atea.

2 Installation Overview

Here's the main steps to install the UAW.

1. Download the VM from Atea
2. Import it to your VM infrastructure
3. Setup the network settings (if not already supplied on the form)
4. Fill out the license form and install the licence
5. Configure and connect the UAW to the UCCX
6. Select a wallboard template and set up your preferences

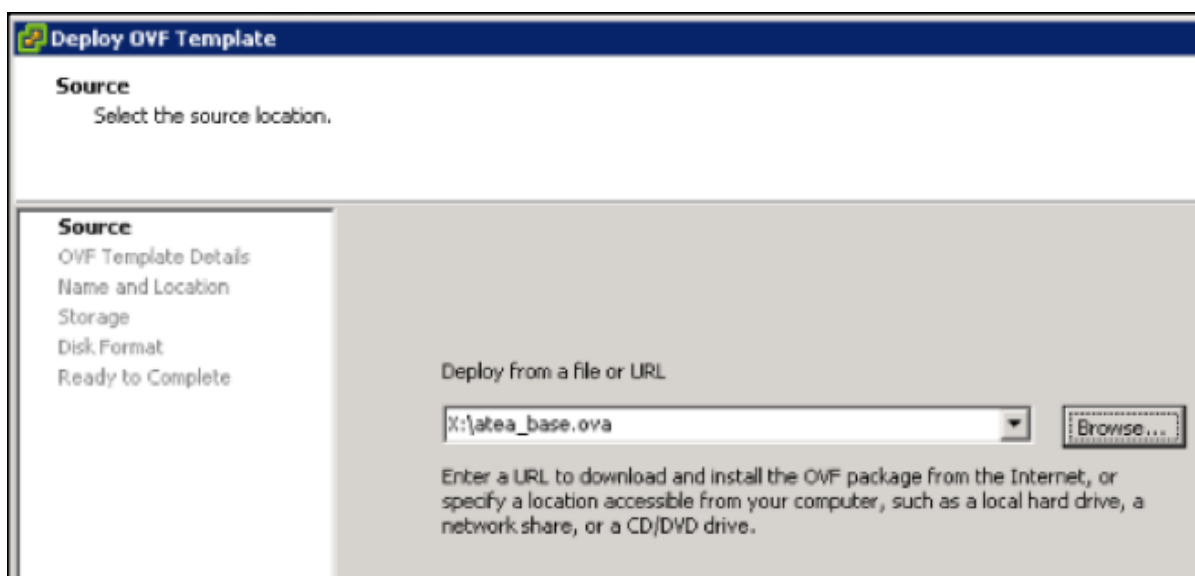
3 Installation

3.1 Download VM

1. Fill out the form at <https://www.ateasystems.com/virtual-server-config/> We recommend that you choose the OVA format which is a single archive file.
2. We'll send you instructions for the download. Download the file(s).

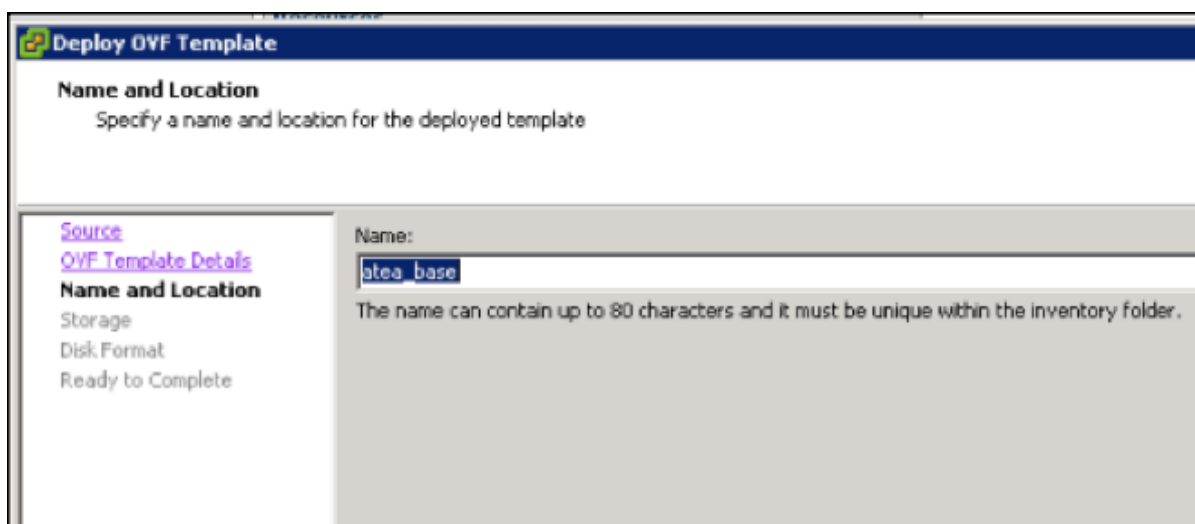
3.2 Import the VM

1. Use your preferred client (such as the vSphere Client) and navigate to “**Deploy OVF Template**”.
2. Browse to the location where the downloaded file(s) are store and select the **xx.ovf**



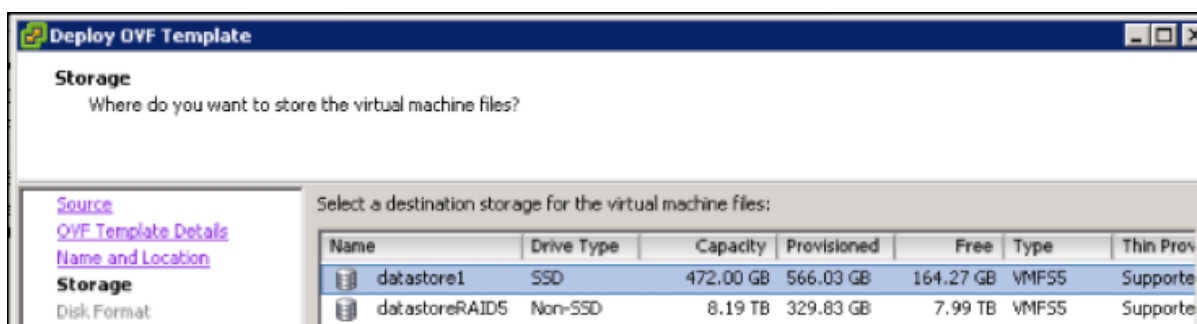
The screenshot shows the 'Deploy OVF Template' wizard in the vSphere Client. The title bar reads 'Deploy OVF Template'. The main heading is 'Source' with the instruction 'Select the source location.' Below this, there is a sidebar with a list of steps: 'Source' (selected), 'OVF Template Details', 'Name and Location', 'Storage', 'Disk Format', and 'Ready to Complete'. The main area is titled 'Deploy from a file or URL' and contains a text box with the path 'X:\atea_base.ovf' and a 'Browse...' button. Below the text box, it says: 'Enter a URL to download and install the OVF package from the Internet, or specify a location accessible from your computer, such as a local hard drive, a network share, or a CD/DVD drive.'

3. Enter a **name** for the instance

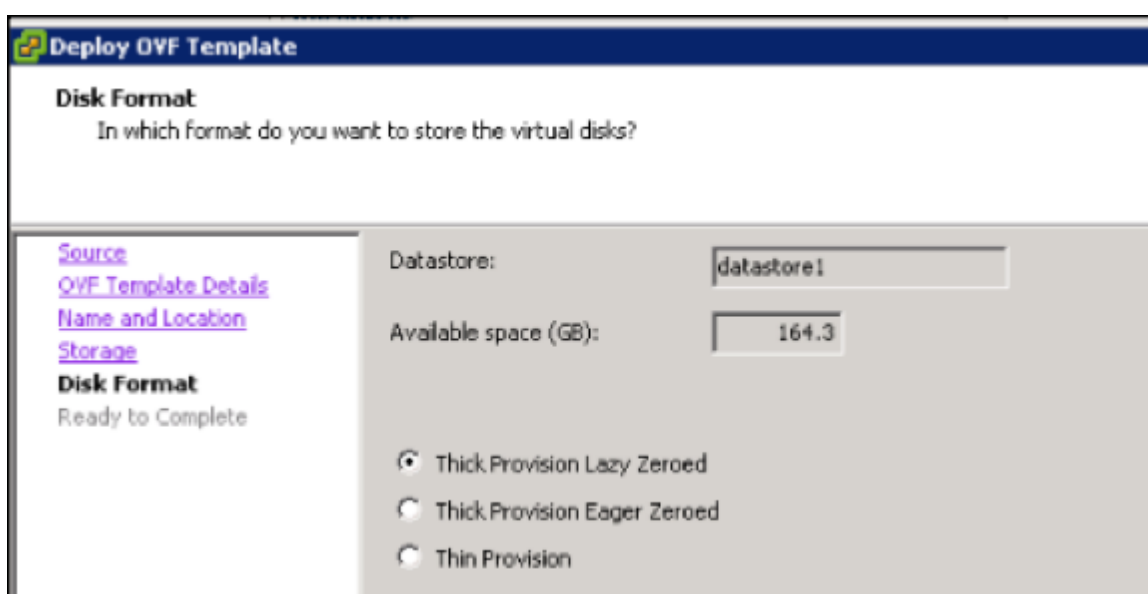


The screenshot shows the 'Deploy OVF Template' wizard in the vSphere Client, now at the 'Name and Location' step. The title bar reads 'Deploy OVF Template'. The main heading is 'Name and Location' with the instruction 'Specify a name and location for the deployed template'. The sidebar now has 'Name and Location' selected, with 'Source' and 'OVF Template Details' above it. The main area is titled 'Name:' and contains a text box with the name 'atea_base'. Below the text box, it says: 'The name can contain up to 80 characters and it must be unique within the inventory folder.'

4. Select the **datastore** where the vm guest is to be stored



5. Select the **Disk Format** (We recommend *Thick Provision*)



6. Start the UAW instance (**Power On**)
7. Login onto the console with user: **thirdparty**, and the password provided. You must change the password on first login - enter the old password again, then a new password twice.

```

atea-linux-vm23 login: thirdparty
Password:
You are required to change your password immediately (root enforced)
Changing password for thirdparty
(current) UNIX password:
New UNIX password:
Retype new UNIX password:
#####
# CentOS5.9-x86_64 KS-installed [Wed Jun 26 20:55:45 NZST 2013] #
# Atea Systems Ltd - TSP #
# All connections are monitored and recorded #
# Disconnect IMMEDIATELY if you are not an authorized user! #
#####
[thirdparty@atea-linux-vm23 ~]$ _
  
```

8. >>> If your server has been configured by Atea Systems – SKIP to step 16 <<<

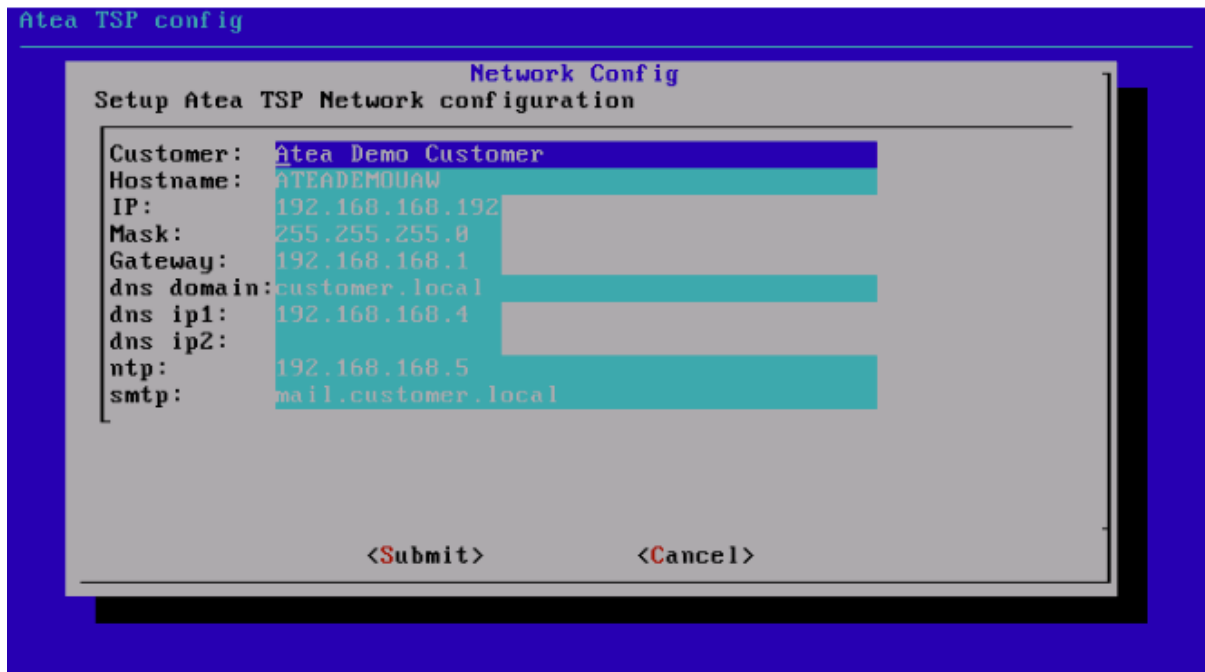
3.3 Adjust network settings

9. Enter: **sudo /INSTALL/tsp/scripts/changeTspNetwork.sh** (it will prompt for your password).

Older versions use the location /INSTALL/tsp/

Change the settings as required (Atea will have pre-configured your network settings if provided, but please verify these in the next steps)

10. Select **Submit** and press **Enter**

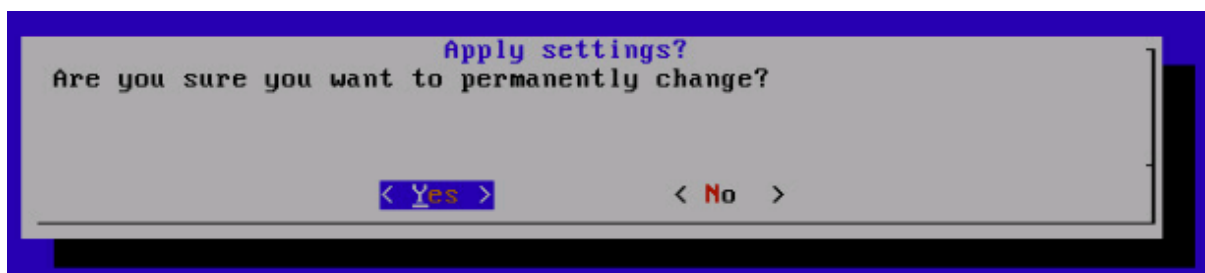


The screenshot shows a terminal window titled "Atea TSP config" with a sub-window titled "Network Config". The sub-window contains the text "Setup Atea TSP Network configuration" and a list of network settings. The settings are as follows:

Customer:	Atea Demo Customer
Hostname:	ATEADEMOUAW
IP:	192.168.168.192
Mask:	255.255.255.0
Gateway:	192.168.168.1
dns domain:	customer.local
dns ip1:	192.168.168.4
dns ip2:	
ntp:	192.168.168.5
smtp:	mail.customer.local

At the bottom of the window, there are two buttons: "<Submit>" and "<Cancel>".

11. Select **Yes** and press **Enter** if the settings need to be saved



The screenshot shows a dialog box titled "Apply settings?". The text inside the dialog box reads: "Are you sure you want to permanently change?". At the bottom of the dialog box, there are two buttons: "< Yes >" and "< No >".

12. Enter: **sudo INSTALL/tsp/scripts/changeTimeZone.sh**, enter **y** when prompted

```
Are you sure you want to set/change the local timezone?
enter y to continue
yPlease identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
1) Africa
2) Americas
3) Antarctica
4) Arctic Ocean
5) Asia
6) Atlantic Ocean
7) Australia
8) Europe
9) Indian Ocean
10) Pacific Ocean
11) none - I want to specify the time zone using the Posix TZ format.
#? _
```

13. Select the time zone for your location (i.e. 6 - 7 for Sydney)

```
-----
The TZ selected is: Australia/Sydney
enter y to set this timezone
y
set timezone, please check:
lrwxrwxrwx. 1 root root 36 Mar 17 07:40 /etc/localtime -> /usr/share/zoneinfo/Au
stralia/Sydney
Tue Mar 17 07:40:42 AEDT 2015
```

14. Enter **y** to set the selected timezone
15. Reboot the server (type: **sudo reboot**)

3.4 Apply the license

16. Here's what we need to create your license file:
- UAW server mac-address** (to view the mac-address, enter: **sudo /sbin/ifconfig** and provide the **HWaddr** for the etho interface)
 - UCCX server IP-address**
 - UCCX server hostname**
 - Fill in the license request form at <https://www.ateasystems.com/uaw-license-information/>
17. We'll send you a licence file. Once you have this:
- Open the file, and **copy** the contents.
 - Use a web-browser to navigate to <http://<uaw-server-ip>:8088/UccxStats/setup.jsp>
 - Paste** the license content and click the **Save License** button (enter **ursadmin** as the username and password we gave to you)

Please copy the content of the provided license file here and submit to save

```

NumberOfAgents=50
MacAddress=<snip>
UccxServerName=uccx85server
TomcatContext=UccxStats
Products=URS
UccxIp=10.0.1.20
Licensee=<snip>
EthernetInterface=eth0
TomcatPort=8088
Licensor=Atea Systems Ltd
Expiration=never

Signature=<snip>
    
```

Save License

3.5 Configure settings using the UCCX accounts

18. When the license is saved correctly you will be redirected to the WallBoard Administration page. Enter these details:

- WallBoard User Password (as setup in UCCX - Tools - Password management)
- HR User Password (as setup in UCCX - Tools - Password management)

WallBoard User Password
HR User Password

- Now click **Save System Properties**, wait 15 seconds and refresh the page. You should see the three queue durations with normal statistics (<500ms with a current timestamp)

Latest Query Durations				
Query	Duration	Last Run	Started	
Queue	12 ms	2015-03-17 09:53:33	2015-03-06 15:34:13	Reset this Thread
Agent	26 ms	2015-03-17 09:53:34	2015-03-06 15:34:14	Reset this Thread
Other	63 ms	2015-03-17 09:53:35	2015-03-06 15:34:15	Reset this Thread
				Reset all Threads

- Ensure the UCCX is setup correctly for the UAW (especially the snapshot configuration and passwords). There's information in the UAW Administration Guide (<http://www.ateasystems.com/support/docs-resources/>) that you can download from our website.

3.6 Set up your wallboards

20. You are now ready to setup the wallboards for the UAW. Go to the wallboard administration page at

<http://<uaw-server-IP>:8088/UccxStats/wallboard>

(Note: all url's are case sensitive)

The UAW Administration Guide has more information on setting up the wallboards.

4 Getting help

If you need more help, please contact us at Support@ateasystems.com.