

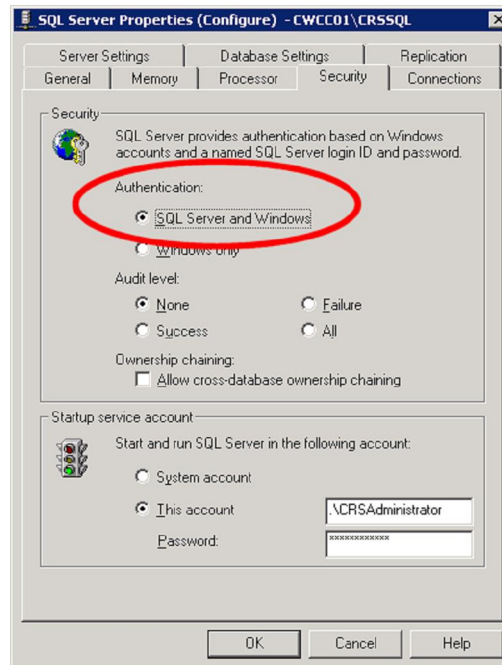
Detailed installation instruction for Cisco UCCX Full Screen Wallboard 2.1

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1. Enable MS-SQL hybrid / mixed authentication mode.

This is required if the UCCX server and wallboard machine are not part of a domain. By all means this is supported by Cisco.

- Login to the UCCX server and open up SQL **Server Enterprise Manager**.
- Expand **SQL Server Group** and right click on a server, then select **Properties**.
- Navigate to **Security** tab.
- Select **Authentication -> SQL Server and Windows**



2. Fix authentication in the reporting tool.

This is only required if you're using historical reporting tool and change the authentication mode above.

- Find and open up the **hrcConfig.ini** file by default located in **C:\Program Files\Cisco UCCX Histrocal Reports**
- Find all references to **AUTH** variables in different sections
- Change value to 1 so it is **AUTH=1**

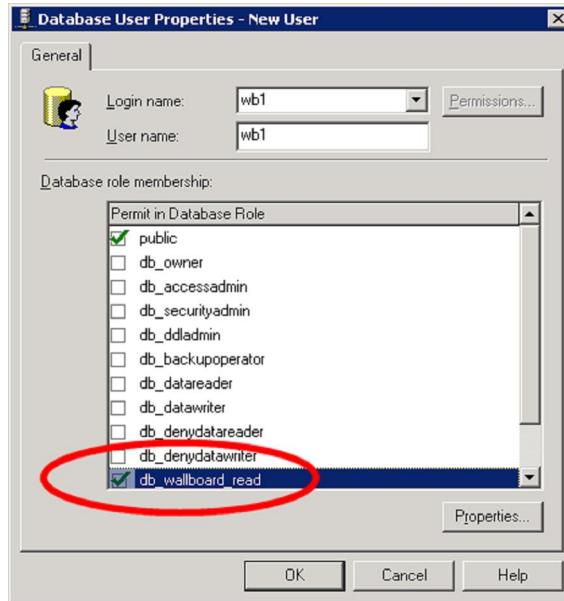
see the screenshot bellow:

```
[CRA_DATABASE]
DRIVER=SQL Server
SERVER=1.1.1.1\CRSSQL
DATABASE=db_cra
AUTH=1
NETWORK=dbmssockn
PORT=4433
UID=db_cra
```

3. Create wallboard user / login in the SQL Database.

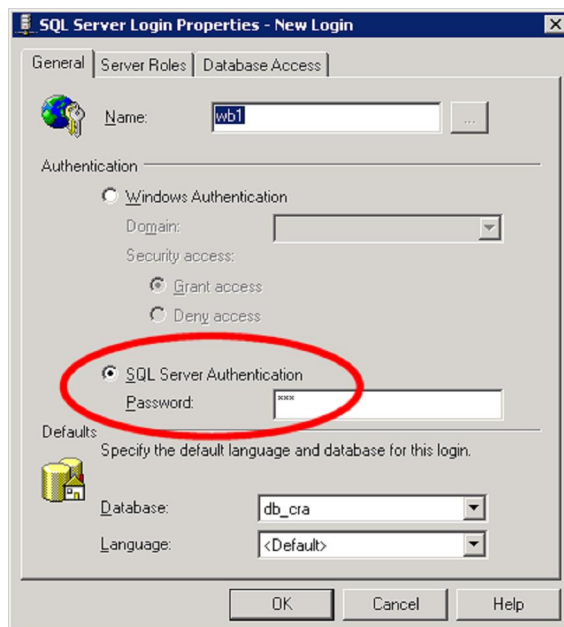
Likely chance is you will have a wallboard user already configured in the system. Make sure you know the password and the role is set to **db_wallboard_read**. I created my user manually:

- a) Go to Databases->Database->Users and click on add new user
- b) Put the username and make sure the rules are set to **public** and **db_wallboard_read** like here:

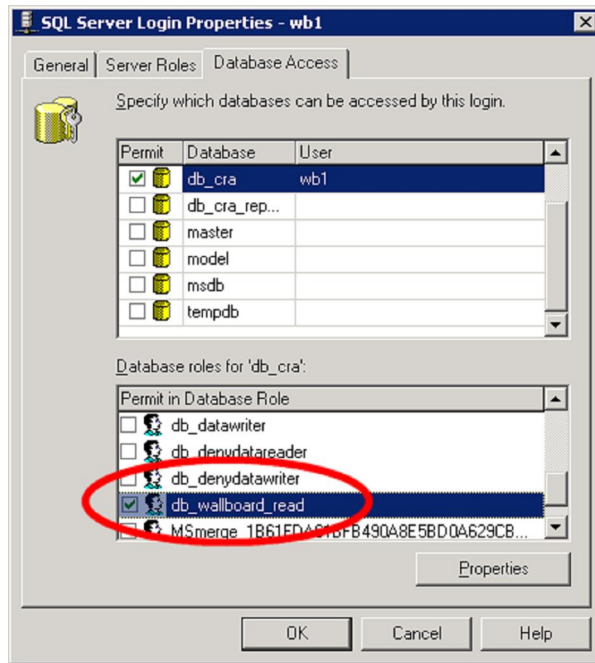


- c) Create new login with the same name and select **SQL Server Authentication**

Make sure to select **SQL Authentication** and **Default database** like bellow:



- d) Make sure you set it to access right database and have the right roles



4. Enable Real Time Snapshot in UCCX.

- Go to the UCCX configuration page
- Navigate to **Tools** Menu and then to **Real Time Snapshot Config**
- Tick Data Writing Enable
- Set **Data Writing Interval** to 5
- Tick in Cisco Unified CCX CSQs Summary and System
- Leave Wallboard Server Name empty

The screenshot shows the 'Cisco Unified Contact Center Express Administration' console. The navigation menu includes 'System', 'Applications', 'Subsystems', 'Wizards', 'Tools', and 'Help'. The main heading is 'Real Time Snapshot Writing Configuration for Wallboard'. The configuration options are as follows:

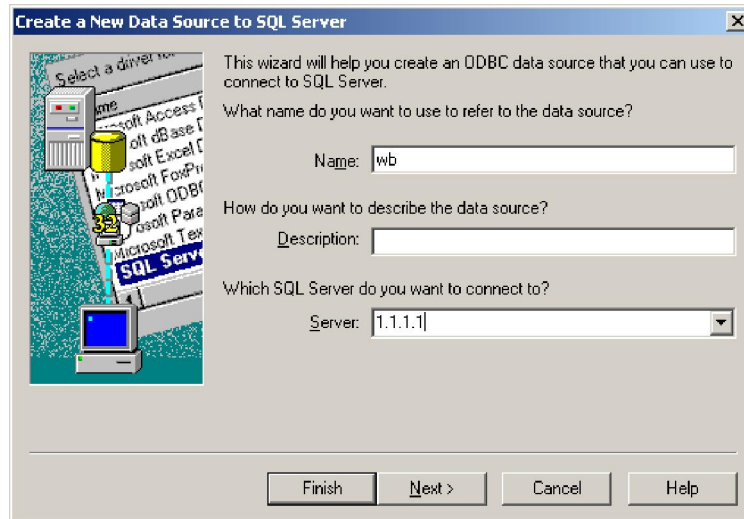
- Data Writing Enable:
- Data Writing Interval: 5 (in seconds)
- Cisco Unified CCX CSQs Summary:
- Cisco Unified CCX System Summary:
- Wallboard System**
 - Server Name: [Empty text box]
 - Administrator User Id: UCCXUser
 - Password: [Masked text box]

Buttons for 'Update' and 'Clear' are located at the bottom left.

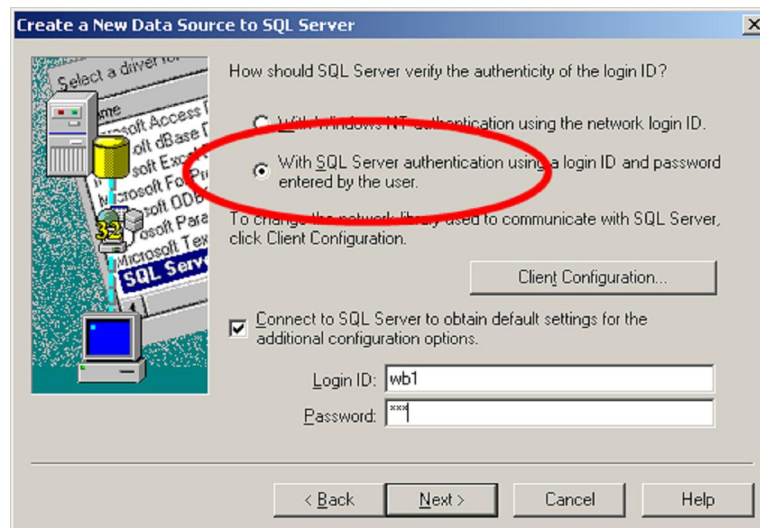
5. Create ODBC source.

This needs to be done on every machine hosting the Wallboard application that will be connecting over network to the UCCX server.

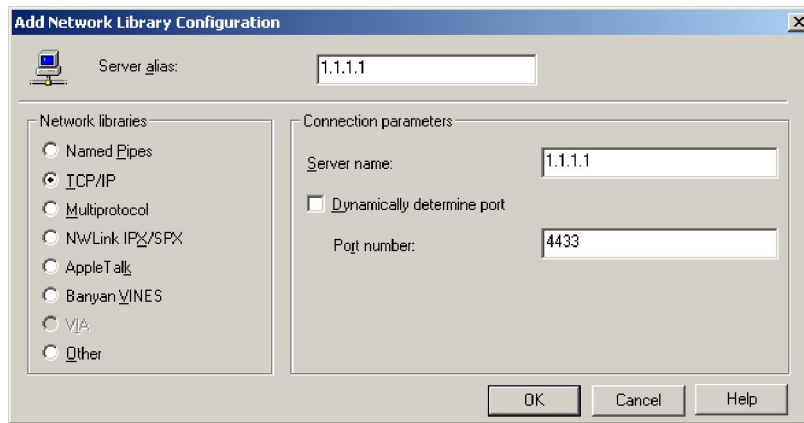
- Go to **Start->Settings->Control Panel->Administrative Tools->Data Sources (ODBC)**
- In **User DSN** or **System DSN** click Add
- Scroll down and choose **SQL Server driver**
- For name choose what you'll put in the wallboard.cfg eg "wb"
- In Server put the ip address of your UCCX server



- Select **With SQL Server authentication** option



- g) Click on **Client Configuration...**
- h) Make sure TCP/IP is selected and right IP address and port present



- i) Put the SQL server login and password you've created
- j) Obtain the rest configuration from the server automatically and leave everything at default.
- k) No harm testing the connection either.

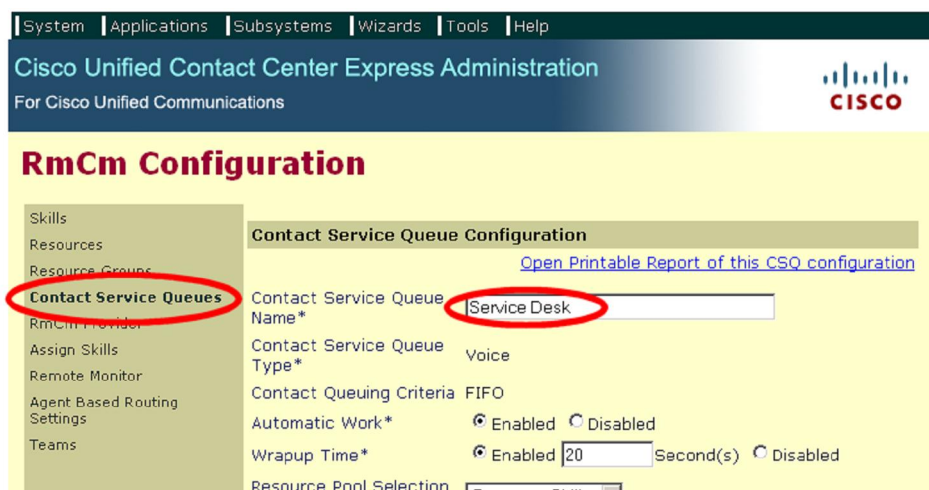
6. Configure wallboard.cfg to the values you have configured in previous steps

```
odbc_dns1=wb
odbc_username=wb1
odbc_password=wb1
```

Configure rest of the file to your desired settings.

queue_name= you can get from UCCX configuration page under **Subsystems -> RmCm -> Contact Service Queues**

You have to click on the desired queue and copy the name from the **Contact Service Queue Name** field and paste to queue_name= in **wallboard.cfg**



queue_name=Service Desk

7. Run the wallboard.exe

Make sure it's set to auto start, time is synchronised on the machine and all the usual settings. Desktop icon cleanup agent and other tool tips also come in a way quite often.