



# Contact Center Anywhere Upgrade Guide

Version 8.1.1

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# 1

## What's New in This Release

### What's New in Contact Center Anywhere Upgrade Guide, Version 8.1.1

Table 1 lists the content described in this new documentation to support release 8.1.1 of the software.

Table 1. Contact Center Anywhere Upgrade Guide, Version 8.1.1

Content	Description
<a href="#">Chapter 2, "Upgrade Preparations"</a>	Describes the necessary tasks that must be completed before upgrade.
<a href="#">Chapter 3, "Upgrading CCA Server Components for CCA"</a>	Describes how to upgrade the Network Manager application and application server files.
<a href="#">Chapter 4, "Getting Started With CCA"</a>	Describes how to launch CCA and how to verify the CCA upgrade.



# 2

## Upgrade Preparations

This chapter describes the necessary tasks that must be completed before you upgrade your existing Contact Center Anywhere (CCA) application to version 8.1.1 of the application. It includes the following topics.

- [Required System Information for CCA 8.1.1 Upgrade on page 7](#)
- [Verification of Available Environment Space on page 9](#)
- [Backing Up Existing CCA Components on page 9](#)

### Required System Information for CCA 8.1.1 Upgrade

Before upgrading from your existing CCA application to the CCA 8.1.1 application, identify and record your existing CCA system information and access points.

Table 2 describes the information you must record:

Table 2. Prerequisite System Information

Task	Instruction
Database information	<p>If you are running a database upgrade script and configuring the web.xml file during the upgrade procedure, record the following information:</p> <ul style="list-style-type: none"> <li>■ Database type. For example, Oracle 9i, Oracle 10g or Microsoft SQL Server 2000.</li> <li>■ Database server hostname.</li> <li>■ Username and password of the schema administrator (SA) account. This is required for SQL Server.</li> <li>■ Database service name and TNS name. This is required for Oracle database server.</li> <li>■ Database schema name. This is required for Oracle database server.</li> <li>■ Database schema administrator username and password (for Oracle database server).</li> <li>■ CCA database username and password.</li> <li>■ Database port number. The default port number for the Oracle database server is 1521 and the MS SQL Server default port number is 1433.</li> </ul> <p>If you are only running a database upgrade script during the upgrade procedure, record the schema administrator account name (or SA account for MS SQL Server), the TNS name, and the database port.</p>

Table 2. Prerequisite System Information

Task	Instruction
Web server information	<p>Record the following information before you begin upgrading the CCA Web application:</p> <ul style="list-style-type: none"> <li>■ Web server hostname.</li> <li>■ Administrator username and password.</li> </ul> <p>For WebLogic Web server, the default administrator user name is weblogic. The user name for SunOne server is admin, and for Oracle Application Server 10g it is oc4jadmin.</p> <ul style="list-style-type: none"> <li>■ Path to the location of CCA Web applications.</li> </ul> <p>For example, the typical path of WebLogic Web server is C:\bea\user_projects\domains\mydomain\applications\.</p>
Application server information	<p>Record the following application server information:</p> <ul style="list-style-type: none"> <li>■ Server(s) hostname(s).</li> </ul> <p>The CCA application servers run these servers. CCA application servers can be installed and run on one or many hosts.</p> <ul style="list-style-type: none"> <li>■ CCA database alias, username and password.</li> </ul> <p>This information is required to log into the Network Manager and to start or stop the CCA application servers.</p>

## Verification of Available Environment Space

Before backing up your CCA components and upgrading your CCA application to 8.1.1, verify that there is sufficient environment space for the backups and for the new CCA installation package on each host server (database server, web server, application servers).

The amount of environment space needed to perform an upgrade depends on the size of your current system. Calculate the required space by adding the total size of the backup folders to the size of the new CCA package. For further information, see [Backing Up Existing CCA Components](#).

## Backing Up Existing CCA Components

Before you perform upgrade tasks, back up all the components of your current CCA system. If you experience a problem when you run your upgraded version of the CCA application, you can revert to your backup files.

Table 3 describes the components that must be backed up before an upgrade.

Table 3. CCA Components

CCA Component	Description
Database	For further information, see your database administrator.
Application servers	<p>Before backing up application server folders, stop all services running on the tcpipbus.</p> <p>Back up the folders that contain CCA server files. These folders are typically found in a folder named ccanywhere. Back up the following folders:</p> <ul style="list-style-type: none"> <li>■ bin</li> <li>■ lib (only on Solaris/Linux)</li> <li>■ prompt</li> <li>■ tmp</li> <li>■ Network Manager</li> </ul> <p>It is unnecessary to back up the log subfolder.</p>
Web server	<p>Back up only the folders that contain CCA Web applications. These folders include TAW, CCA, and integration.</p> <p>For example, if you use a Weblogic Web server and the application path is c:\bea\user_projects\domains\mydomain\applications\, back up the following folders:</p> <ul style="list-style-type: none"> <li>■ c:\bea\user_projects\domains\mydomain\applications\TAW</li> <li>■ c:\bea\user_projects\domains\mydomain\applications\CCA</li> <li>■ c:\bea\user_projects\domains\mydomain\applications\integration</li> </ul> <p>Stop your Web server before backing up these folders.</p>

# 3

## Upgrading CCA Server Components for CCA

This chapter describes how to upgrade the Network Manager application and application server files for CCA. It includes the following topics:

- [Upgrading the Databases on page 11](#)
- [Upgrading the Network Manager on page 14](#)
- [Upgrading Application Server Files on page 14](#)
- [Upgrading CCA Web Applications on page 15](#)
- [Upgrading the CCA Integration Application on page 19](#)

### Upgrading the Databases

This topic describes how to upgrade and test databases when upgrading your current CCA to version 8.1.1. The Database directory in the CCA installer contains two subdirectories: SQL Server, for Microsoft SQL Server, and Oracle, for Oracle database server. These subdirectories contain the directories Automated and Patch. Use the Automated folder to create a new database and the Patch folder to upgrade the existing database.

**NOTE:** Before you start upgrading your database, at least verify that Sun Java JDK 1.4.2\_13 is installed on the host used to run the database scripts.

This topic describes how to upgrade the following databases:

- **Oracle 9i.** For more information, see [To upgrade an Oracle 9i database for CCA on page 11](#).
- **MS SQL Server 2000.** For more information, see [To upgrade a MS SQL Server 2000 database for CCA on page 12](#).

#### *To upgrade an Oracle 9i database for CCA*

- 1 Navigate to `<CCA_upgrade_installer>\Database\Oracle`.
- 2 Copy the Patch folder to the host used to run database upgrade scripts.

For example `C:\<new_CCA_application>\database\Oracle\Patch`

**CAUTION:** Do not use spaces in the directory path or the script may fail.

- 3 Edit the UseMe\_upgrade.sql file in Patch folder using the following guidelines:

**NOTE:** Do not remove the quotation marks (") surrounding the parameters' values.

- a Replace &1 with the username of the administrator.  
This administrator is the owner of all objects in the current database.
- b Replace &2 with the password of the administrator described in [Step a](#).

- c** Replace &3 with the name of the database user that the current CCA system uses to access the database.
- d** Replace &4 with the password of the user described in [Step c](#).
- e** Replace &5 with the database TNS name of the database server.
- f** Replace &6 with the host name of the database server.
- g** Replace &7 with the database service name (SID).
- h** Replace &8 with the listening port of the database server.

By default, the Oracle 9i database server listens on port 1521.

The following example illustrates the content of a script file after editing:

```
-- &1 - Admin User Username
-- &2 - Admin User Password
-- &3 - CCA db User Username
-- &4 - CCA db User Password
-- &5 - database TNS Name
-- &6 - database hostname
-- &7 - Database Service Name
-- &8 - Database Port Number

@upgrade.sql 'admincc81' 'admincc81' 'cc81' 'cc81' 'oracle' 'support-db' 'cc81' 1521
<buildtype#>
```

- 4** Open a command-line window.
- 5** Navigate to the Patch folder using the `cd` command.
- 6** In the command line, type `sqlplus /nolog`.  
This opens the SQL Plus console.
- 7** Run the `@UseMe_upgrade.sql ;` script in the SQL Plus console.
- 8** Monitor the SQL Plus Console for any errors while the script is running.
- 9** Review the new log files when the script has completed. The log files indicate if errors occurred during the database upgrading process.

### ***To upgrade a MS SQL Server 2000 database for CCA***

- 1** Navigate to `<CCA_upgrade_installer>\Database\SQLServer`.
- 2** Copy the Patch folder to the host used to run database upgrade scripts.  
For example `C:\<new_CC_application>\database\SQLServer\Patch`.

**CAUTION:** You cannot use spaces in the directory path or the script may fail.

- 3 Edit the runmePatch.bat batch file using the following guidelines:

**NOTE:** For Chinese and Japanese languages, use the corresponding batch file.

- a Replace %1 with the host name of the database server.
- b Replace %2 with the sa username. By default it is sa.
- c Replace %3 with the password for the sa user. For example, see [Step b](#).
- d Replace %4 with the name of the CCA database that you are upgrading.
- e Replace %5 with the name of the user who has access to the CCA database that you are upgrading.
- f Replace %6 with the password of the user described in [Step e](#).
- g Replace %7 with the port number used by MS SQL Server to listen for new connections.  
By default, MS SQL Server listens in on the port 1433.

The following example illustrates the content of a batch file after editing:

```
rem %1 <The database server name>
rem %2 <The admin users - Normally sa>
rem %3 <The password for the admin user>
rem %4 <The database name>
rem %5 <CCA db username>
rem %6 <CCA dbpassword>
rem %7 <Database Port Number>          sql server default use 1433
rem %8 <flag iSUpgrade>

echo off

CHCP 437

java -jar DatabasePopulation.jar -hostname=dbserver -username=cc81 -password=cc81 -
languageOpti on=1 -databasePortNumber=1433 -databaseName=cc81 -saUsername=sa -
saPassword=sapassword -iSUpgrade=true <buil dtype#>

echo on
```

- 4 Save your changes.
- 5 Navigate to the Patch folder using the cd command.
- 6 Open a command-line window.
- 7 Run the runmePatch.bat batch file.
- 8 Monitor the console for any error while the batch file is running.

- 9 Review the created log files when the batch file has completed.

The log files indicate if errors occurred during the database upgrading process.

**NOTE:** If the system was partitioned or is to be partitioned, enable the partition flag in the database. For more information, see [Enabling the Partition Feature](#).

### *To test your database upgrade*

- 1 Login as an admin to the Oracle database.
- 2 Select the Versions table in your database.
- 3 Verify if a row exists in your database corresponding to the new upgrade version.  
If it exists, the upgrade patches were installed correctly.

## Upgrading the Network Manager

This topic describes the tasks required to successfully upgrade and test the Network Manager. Since you use the Network Manager to configure, start, and stop CCA resources, you must also upgrade it to successfully function with the 8.1.1 binaries of CCA.

### *To upgrade the Network Manager*

- 1 Navigate to `<CCA_upgrade_installer>`
- 2 Copy the Network Manager folder to the host used to run the Network Manager.  
For example `C:\<new_CC_application>\Network Manager`.
- 3 Run the NetworkManager.exe file.
- 4 Login using the ODBC alias, database username and database password. You must be able to move on successfully.

### *To test the Network Manager*

- Start and stop installed application servers on your system to determine if the upgraded Network Manager is running correctly.

## Upgrading Application Server Files

This topic describes how to upgrade and test the application server files for upgrading to the 8.1.1 version of CCA.

### *To upgrade Application Server files*

- 1 Stop all server resources using the Network Manager.

- 2 When resources re running on Windows, open the Task Manager and verify that *all* server resources have stopped. When resources are running on Solaris or Linux, check using the command `ps -eaf`. If necessary, stop any remaining server resources manually, using `kill -9 <pid>` command.
- 3 Stop the SNMP service, if necessary.
- 4 Stop the TCPIPBus service.
- 5 Navigate to `<CCA_upgrade_installer>`.
- 6 Copy the following folders to all hosts with CCA application server installations:
  - bin
  - prompt

**NOTE:** If you are running your system on Solaris or Linux, copy the lib folder.
- 7 Delete the contents of the log directory.
 

**NOTE:** Do not modify or delete any file in the tmp directory.
- 8 Restart the SNMP service.
- 9 Restart the TCPIBUS service.
- 10 Restart all application servers using the Network Manager.

#### ***To test the application server files***

Complete these steps to determine if the new application server files upgraded successfully:

- 1 Verify that you can successfully start all application servers.
- 2 Call a valid project number.

If this project routes to a workgroup, the ACD intro recording is played.

## Upgrading CCA Web Applications

This topic describes the tasks that are performed to upgrade the CCA Web applications on WebLogic 8.1 SP5 and Oracle 10g Application Server.

**NOTE:** Make sure that SUN JDK 1.4.2\_13 is installed on the Web server and that SUN JRE 1.5.0\_10 (or JRE 5.0 update 10) is installed on the client PC. Check your current version of the JDK/JRE installation by navigating to Control Panel > Add or Remove Programs. For further information, see the Sun Web site.

### Upgrading the TAW Application

TAW is the legacy client of the Administration Manager application. This section describes how to upgrade the TAW application and how to test the upgrade. It includes the following topics:

**To upgrade the TAW application**

- 1 Navigate to <CCA\_upgrade\_installer>
- 2 Unzip the TAW-General.war file.
- 3 Open the TAW-General.war\WEB-INF\web.xml file with a text editor.
- 4 Change the default parameter names as described in the following table:

Context Parameter Name	Instructions
applicationPath	Enter the path to the location of TAW directory.  For example, WebLogic Web server: C:\bea\user_projects\domains\mydomain\applications\TAW.  Or, Oracle application server: C:\oracle\product\10.1.3\OracleAS_1\j2ee\home\applications\TAW\TAW\
URLstoragePath	Enter the URL that clients use to download files from their session. This is usually the URL to the Storage directory under the TAW directory.  For example, http://<server_name>/TAW/Storage
busConnection	Enter the host name or IP address of the server run by the TCPIPBus.
busConnectionBackup	Enter the host name or IP address of the server run by the secondary TCPIPBus. This is optional if only one TCPIPBus is running.
databaseDatasource	Enter the name of the data source you created in <a href="#">Upgrading the Databases on page 11</a> .
databaseSchema	Enter the schema name of CCA database. This is only required for Oracle database servers.
databaseUser	Enter the user name of the CCA database user. For example, cc81.
databasePassword	Enter the password of the CCA database user. For example, cc81.
debugLogFile	
debugTracelevel	
reportServerUrl	Enter the URL for the TAW directory: http://<server_name>/TAW
isReportServer	Change this parameter to 'true' if the Web server will handle reports. Change to 'false' if the Web server is not designated to handle reports.

Context Parameter Name	Instructions
logPath	Enter the location where log files are created on the WebLogic Web server. For example, C:\bea\user_projects\domains\mydomain\applications\TAW\WEB-INF\logs\ccanywhere.log
myResourceid	
ProxyContactHandler	Change this parameter to: com.taw.web.contact.was.ProxyContactHandler

5 Save your changes to the TAW-General.war\WEB-INF\web.xml file.

6 Compress the TAW-General.war file again.

7 Log into your Web server administration console.

**NOTE:** The default administrator user name of Oracle Application Server 10g is oc4jadmin. In WebLogic the default administrator user name is weblogic.

8 In the administration console, delete the previous installation of the TAW application.

9 Delete the TAW application directory if it still exists.

**NOTE:** This is usually located in C:\bea\user\_projects\domains\mydomain\applications\TAW.

10 Deploy the new TAW application using the new cca.war file.

**NOTE:** The name is case sensitive.

***To test the new TAW application:***

1 Launch the TAW application.

The login page appears.

2 Log into the NetAdmin account.

## Upgrading the CCA Application

This is the Web services and the new Java-based client. This section describes how to upgrade and test the CCA application.

***To upgrade CCA application***

1 Navigate to <CCA\_upgrade\_installer>.

2 Unzip the cca.war file.

3 Open the cca.war\WEB-INF\web.xml file with a text editor.

4 Change the default parameter names.

The following table describes the parameters.

Context Parameter Name	Parameter Value
applicationPath	Enter the path to the location of the CCA directory.  For example, WebLogic web server: C:\bea\user_projects\domains\mydomain\applications\cca.  Or, Oracle application server: C:\oracle\product\10.1.3\OracleAS_1\j2ee\home\applications\cca\cca\
URLstoragePath	Enter the URL that clients use to download files from their session. This is usually the URL to Storage directory under the TAW directory. For example, http://server_name/cca/Storage
busConnection	Enter the host name or IP address of the server run by the TCPIPBus.
busConnectionBackup	Enter the host name or IP address of the server run by the secondary TCPIPBus. This is optional if only one TCPIPBus is running.
databaseDatasource	Enter the name of the data source you created in <a href="#">Upgrading the Databases on page 11</a> .
databaseSchema	Enter the schema name of CCA database. This is only required for Oracle database servers.
databaseUser	Enter the user name of the CCA database user. For example, cc81.
databasePassword	Enter the password of the CCA database user. For example, cc81.
logPath	Enter the location where log files are created on the WebLogic Web server. For example, C:\bea\user_projects\domains\mydomain\applications\cca\WEB-INF\logs\ccanywhere.log

5 Save your changes to the cca.war\WEB-INF\web.xml file.

6 Compress the cca.war file again.

7 Log into your Web server administration console.

8 In the administration console, remove the previous installation of the CCA application.

9 Undeploy the CCA application, and delete the CCA application directory if it still exists.

**NOTE:** This is usually located in C:\bea\user\_projects\domains\mydomain\applications\CCA.

10 Deploy the new CCA application using the new cca.war file.

**NOTE:** In the Web server file path location, cca must be spelled in lowercase.

### To test the CCA Application

- 1 Launch the cca application.
- 2 Log in as an agent or as a supervisor using the upgraded client.

**TIP:** If you cannot login, delete the CCA cache and Java Webstart. The CCA cache is located in `<User Document directory>\CCA.0`, for example, `C:\Documents and Settings\<user>\CCA8.0`. The cache contains system and user data used by the application. You can delete the CCA cache directory directly. Deleting the cache causes the data to download again on access or login. Delete Java Webstart by navigating to the Java control panel, opening Java, and deleting all files. Deleting the javaws file results in the latest version of javaws downloading again when relaunching CCA.

- 3 Make an outbound call.

## Upgrading the CCA Integration Application

This section describes how to upgrade and test the Integration application. It includes how to backup and then undeploy the Supervision Manager application, and then delete it.

### To upgrade the Integration application

- 1 Navigate to `<CCA_upgrade_installer>`
- 2 Launch `_connector.jnlp`
- 3 Change the jnlp file to point to the cca installation.
 

```
<property name="taw.cca.server.url"
value="http://<hostname>:7777/cca"/>
```
- 4 In the administration console, remove the previous installation of the Integration application.
- 5 Undeploy the Integration application, and then delete the Integration application directory, if it still exists.

**NOTE:** This is usually located in `C:\bea\user_projects\domains\mydomain\applications\integration`.

- 6 Deploy the new Integration application using the new `integration.war` file.
 

**NOTE:** In the Web server file path location, `integration` must be spelled in lowercase.
- 7 Delete the Integration application directory if it still exists. Typical path on WebLogic is `C:\bea\user_projects\domains\mydomain\applications\integration`.
- 8 Deploy the new Integration application by using the new `integration.war` file.

**NOTE:** In the Web server file path location, `integration` must be spelled in lowercase.

***To test the Integration Application***

Complete the following steps to determine if the new Integration application is running correctly.

- 1 Launch the Integration application.
- 2 Attempt to login a supervisor into the Integration application.

# 4

## Getting Started With CCA

This chapter describes how to launch CCA and how to verify the CCA upgrade. It includes the following topics:

- [Logging into the Administration Manager on page 21](#)
- [Logging into the Integrated Client on page 21](#)
- [Enabling the Partition Feature on page 22](#)
- [Testing the Communications Channels on page 22](#)

### Logging into the Administration Manager

The Administration Manager (AM) is a browser-based software program that allows users to set up, configure, and maintain the CCA multimedia call center.

#### *To log in to the Administration Manager*

- 1 Open the following URL in a Web browser: `http://server_name/TAW`

**NOTE:** The `server_name` is the host name of the Web server.

- 2 Log in as a Network Administrator, using the default administrator account.

**NOTE:** This account is created when installing CCA. The default user name for this user is `netadmin` and the password for this user is `1234`.

If login fails, review the log files located in `TAW/WEB-INF/logs/ccanywhere.log`. This log file details any errors that occur during the CCA Web applications deployment.

- 3 Create an agent.

For further information, see the *Contact Center Anywhere Administration Manager Guide*.

### Logging into the Integrated Client

The Integrated Client is an application for Contact Center Agents. With the Integrated Client, agents can communicate with customers in different ways, including by phone, email, and the Web. Agents can work from any computer with Internet access.

#### *To login the Integrated Client*

- 1 Open the following URL in a Web browser: `http://server_name/cca`

2 Open the login dialog box by clicking [Click here](#).

3 Enter data for the following fields:

- **Company Alias.**
- **Username.** This is the agent username.
- **Password.** This is the agent password.

**TIP:** If you receive error messages, check the log files located in CCA/WEB-INFO/ccanywhere.log. This log file contains details of any deployment errors.

## Enabling the Partition Feature

Partition is a new feature in CCA version 8.1.1. A partition allows your administrator to segment your call center operations into smaller, more manageable units. A unit is typically a set of projects and workgroups, and their related information. Partitioning has two purposes; functionality and security. For example, assigning users to specific partitions means they log in and work on only one partition. Furthermore, supervisors can monitor and supervise their own individual partitions.

Complete the following steps if your system was partitioned or is to be partitioned.

### *To enable the partition feature*

1 After upgrading, run the following SQL query:

```
Commit systempackage set packageconfigurable = 1 where resourcebundlekey='partitions'
```

This action enables the partition in the database.

2 Complete the following steps to enable the partition in AM:

- a Log in to AM page with a Network Administrator account.
- b Click [Go to](#) and select Package Creator.
- c Edit the package that your company is using. The default value for this is System Package. The Partitions option appears in the Package Configuration page.
- d Select the check box for this option, and then click OK.

3 Log out of AM.

4 Log into AM again to enable the Partition feature.

## Testing the Communications Channels

CCA is a multichannel e-contact center solution. It helps agents communicate with customers through several channels such as phone calls, email, chat, and so on. After installing CCA, you must verify that these channels are functioning correctly.

**NOTE:** For further information, see the *Administration Manager User Guide* and the *Integration Application User Guide*.

*How to test the communications channels*

- 1 Log into AM as described in [Logging into the Administration Manager on page 21](#).
- 2 Create a call, chat, and email project.
- 3 Log into the Integrated Client.

**NOTE:** Before testing the communications channels, ensure that the agents can receive the communication.

- 4 Make an inbound call to the CCA system.
- 5 Make an outbound call.
- 6 Send an email message.
- 7 Send an chat request to the CCA system.



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