



## Packaged CCE Lab-Only Deployment

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### Packaged CCE Lab Only Deployment Components

Packaged CCE Lab Mode allows you to install Packaged CCE for demonstration and lab use. You can use all the features in a limited capacity without the need to install a full Packaged CCE deployment on supported hardware. If you exceed the capacity limit of an attribute, you are alerted with error messages that are displayed in the **Unified CCE Administration** interface.

Packaged CCE Lab Only deployments can be configured as simplex systems or duplex systems only in 2000 Agents deployment. In a simplex system, all components are installed on Side A and there is no Side B. In a duplex system, components are installed on Side A and Side B.

### Simplex Mode

The Lab Only simplex deployment must consist of the following components:

- 1 Unified CCE Rogger
- 1 Unified CCE AW-HDS-DDS
- 1 Unified CCE PG
- 1 Cisco Unified CM, functioning as a combined Publisher and Subscriber
- 1 Cisco Unified Intelligence Center, functioning as a combined Publisher and Subscriber
- 1 Cisco Finesse, functioning as both a Publisher and Subscriber
- Gateways
- SocialMiner
- Cisco MediaSense
- Cisco Enterprise Chat and Email
- Third-Party Multichannel



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**Note** In the System Inventory, the status rules that apply to machines outside of the Packaged Contact Center Enterprise Simplex Lab Only deployment returns a status of blocked. Status rules which require ESXi host return a status of blocked.

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For remote site, you can add the following external machines:

- Cisco Unified CVP Reporting



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**Note** Adding a CVP Reporting Server via Inventory CSV is not supported. It can only be added as an external server after a successful initialization of inventory.

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- Cisco Enterprise Chat and Email



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**Note** SocialMiner can be added as an external machine only in the main site.

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For more information on the configuration limits for external machines, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

## Duplex Mode

The Lab Only duplex mode consists of the following components.



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**Note** In Lab Mode, Packaged CCE does not validate the ESXi host.

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### Side A

Side A must have the following:

- 1 Unified CCE Rogger
- 1 Unified CCE AW-HDS-DDS
- 1 Unified CCE PG
- 1 Cisco Unified CVP OAMP Server
- 1 Cisco Unified CVP Server
- 1 Unified Communications Manager Publisher
- 1 Unified Communications Manager Subscriber
- 1 Unified Intelligence Center Publisher

- 1 Finesse Primary

### Side B

Side B must have the following:

- 1 Unified CCE Rogger
- 1 Unified CCE AW-HDS-DDS
- 1 Unified CCE PG
- 1 Cisco Unified CVP Server
- 1 Unified Communications Manager Subscriber
- 1 Unified Intelligence Center Subscriber
- 1 Finesse Secondary

### External

The Lab Only duplex mode can have the following external machines:

- Gateways
- Cisco Virtualized Voice Browsers
- SocialMiner
- Enterprise Chat and Email
- Unified CVP Reporting
- MediaSense
- third Party Multichannel



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**Note** Status rules which require ESXi host returns a status of blocked.

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For remote site, you can add the following external machines:

- Cisco Unified CVP Reporting
- Cisco Enterprise Chat and Email
- Third-Party Multichannel



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**Note** SocialMiner can be added as an external machine only in the main site.

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For more information on the configuration limits for external machines, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

# Enable System Inventory, Log Collection, and Live Data Using the Inventory Content File

To use the following Unified CCE Administration features for demonstration purposes, you must provide Packaged CCE with information and credentials for the machines in your deployment:

- System Inventory (available under **System > Deployment** )
- Log Collection
- Live Data
- Single Sign-on

You provide this information using the Inventory Content File.

If you are configuring the Packaged CCE Lab Only deployment in Unified CCE Administration as part of the installation process, you are prompted to complete and upload the Inventory Content File.

If you switch into Packaged CCE Lab Only deployment from a different deployment, you complete and upload the Content Inventory file in Unified CCE Administration from the Bulk Jobs tool.

To complete and upload the Content Inventory file in Bulk Jobs :

## Procedure

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- Step 1** In the Unified CCE Web Administration, navigate to **Manage > Bulk Jobs** click the **Bulk Import** card on the **Overview** page. Download the Inventory content file template.
- Step 2** Open the file in Microsoft Excel and populate the content file fields as described in Inventory Content File.
- Step 3** Save your changes.
- Step 4** Create a new bulk job in **Bulk Jobs**. In the **Content File** field, select the Inventory content file you created and click **Save**.

## Related Topics

[Manage Bulk Jobs](#)

## Inventory Content File

The Inventory content file template contains the following fields:



**Note** If a username and/or password contains the "=" or "&" characters, use the encoded value of "%3D" or "%26" respectively.

Field	Description
operation	The default is CREATE; do not change the operation.

Field	Description
name	Do not change the machine name. <b>Note</b> This field applies only to duplex mode.
machineType	Do not change the machine type.
publicAddress	Enter the public IP address for each machine.

Field	Description
publicAddressServices	<p><b>CCE_ROGGER</b> - Do not change this field.</p> <p><b>CCE_PG</b> - This field specifies services that are required for the Unified CCE PG. If the Logical Controller ID for the UCM PG is not the default of 5000, change the pairing value for the TIP_PG and TIP_PG_TOS services to match the Logical Controller ID. (The Logical Controller ID can be found on the Peripheral Gateways tab of System &gt; Information.)</p> <p><b>CCE_AW</b> -</p> <p>This field specifies credentials for the Diagnostic Framework for Unified CCE. Replace user@domain.com and password with credentials of a domain user who is a member of the Config security group for the instance. The credentials must be valid on all Unified CCE machines in your deployment.</p> <p><b>Note</b> Every time the Active Directory credentials are updated, the credentials configured here must be updated as well.</p> <p><b>CVP_OPS</b> - This field specifies credentials for the Unified CVP Ops Console System CLI and for the Unified CVP Operations Console. For type=DIAGNOSTIC_PORTAL, replace user and password with the correct credentials for the Unified CVP Ops Console System CLI. For type=ADMINISTRATION, replace user and password with the correct credentials for the Unified CVP Operations Console.</p> <p><b>CM_PUBLISHER</b> - This field specifies AXL credentials. Replace user and password with the correct credentials.</p> <p><b>CUIC_PUBLISHER</b> - This field specifies the services for Unified Intelligence Center. For the Administration credentials and Cisco Identity Service credentials, replace user and password with the correct credentials. For all other services, do not change the default values.</p> <p><b>FINESSE</b> - This field specifies Finesse Administration credentials. Replace user and password with the correct credentials.</p>
privateAddress	Enter the private IP address for the <b>CCE_PG</b> and <b>CCE_ROGGER</b> . Leave this field blank for all other machines.
side	Enter sideA or sideB.