



Installation Guide
CCP version 3.2

Table of Contents

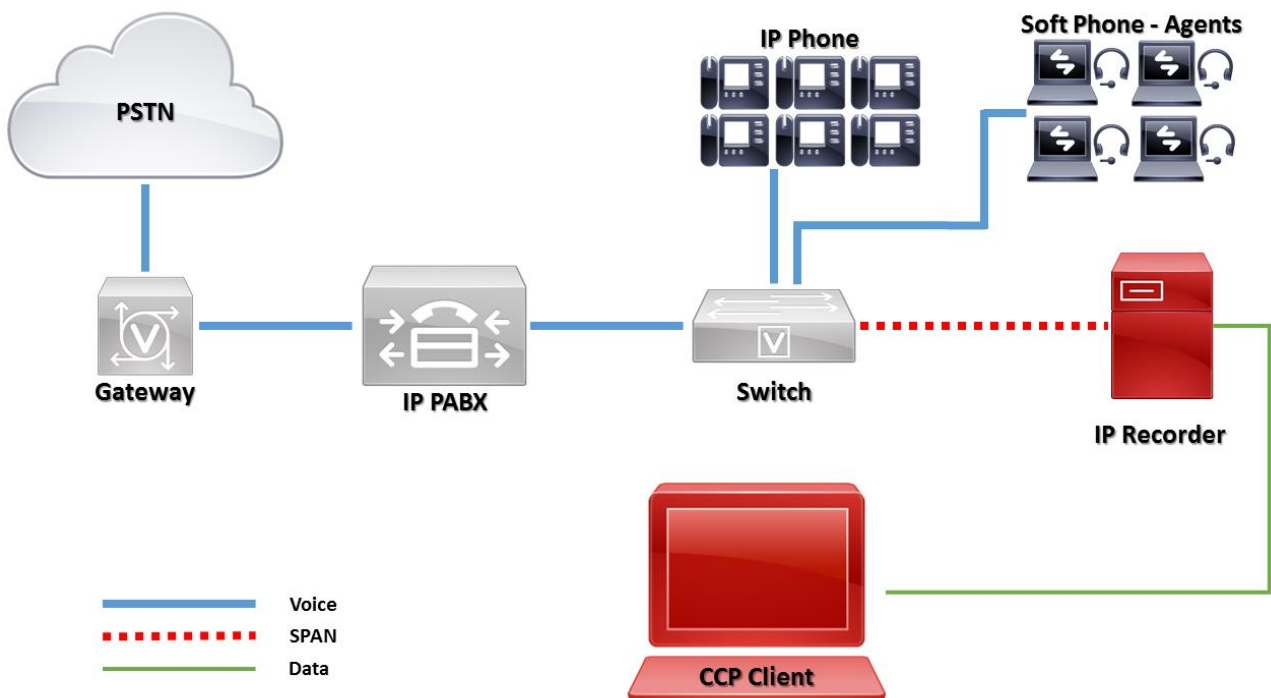
Overview	3
About this guide.....	4
Skills Required	5
Pre-requisites	5
Platform Installation.....	6
Firewall and Anti-Virus Software.....	6
Installation Steps – CCP Server.....	7
Installation Steps – CCP Client.....	22
Licensing	30

Introduction

Overview

Customer Contact Process (CCP) supports recording of IPT conversations and can be integrated with a range of different IPT systems by using CORE CTI-middleware - or it can connect directly to IPT as shown in the overview diagram below.

Instructions for user procedures of the Web Portal browser are located in a separate document.



About this guide

This document describes the installation procedure for Customer Contact Process (CCP) Web Portal system.

This is the standard package for recording solutions. For more complex solutions, please contact your representative for details.

This guide is intended for Engineers, Partners and Distributors, not for general users.

Installation

Skills Required

A knowledge of Windows 2016 / 2012 R2 / Windows 7 / Windows 10 (specifically its system administration tools) and PostgreSQL is assumed.

Pre-requisites

To install CCP Web Portal you will need the following:

- A high speed PC (refer to Appendix B of the System Administration Guide, referenced in Related Documents) with Windows 2012 R2 Server installed.
- Windows 2012 R2 64bits Server English Version with latest services patches.
- An audio sound interface with speakers output.
- Microsoft .NET Framework 4.5 or above
- Microsoft IE 11 or Microsoft Edge Web Browsers.

You must be logged in as a local system administrator on the PC on which you are installing this software.

Remark:

Microsoft IE 11 and Microsoft Edge only support Windows 7 or Windows 10 Version. Server Version is not support. Please install the add-on Browser if CCP installed on the Server version OS.

Platform Installation

To prepare a PC ready for the installation of the CCP components, the following steps are required:

- Disable all power-saving features. (These could interfere with the recorder's ability to start recording at any time.)
- Install correct Operating System Windows 2016 / 2012 R2 / Windows 7 / Windows 10 must be installed and latest Service Pack MUST be applied. Use the Windows update features to ensure all necessary updates are applied.
- All Operating System MUST be 64 bits.
- Install Microsoft .NET Framework 4.5.
- Install Ethernet Card and Driver.
- Ensure the PC has a valid IP address (must be statically assigned).
- Install Sound Devices and Driver.
- Prove browser version meet the pre-requisites requirements.
- "Media" Folder need to Shared Access Right for Windows System Account.

Firewall and Anti-Virus Software

Customer need to configure the system Firewall or Anti-Virus Software to allow the CCP Software running:

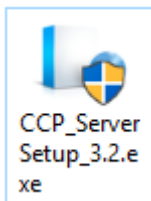
- Disable Firewall setting in the CCP System. (suggest)
- Enable Firewall setting in the CCP System (Need allow CCP Software and ports)
- Enable Anti-Virus Feature in the CCP System (Need allow CCP Software and ports, and exclude scan CCP system's folder)

Installation Steps – CCP Server

This is a simple guide for basic functionality. Experienced administrators may wish to install other options.

To install CCP Web Portal, follow the procedures below:

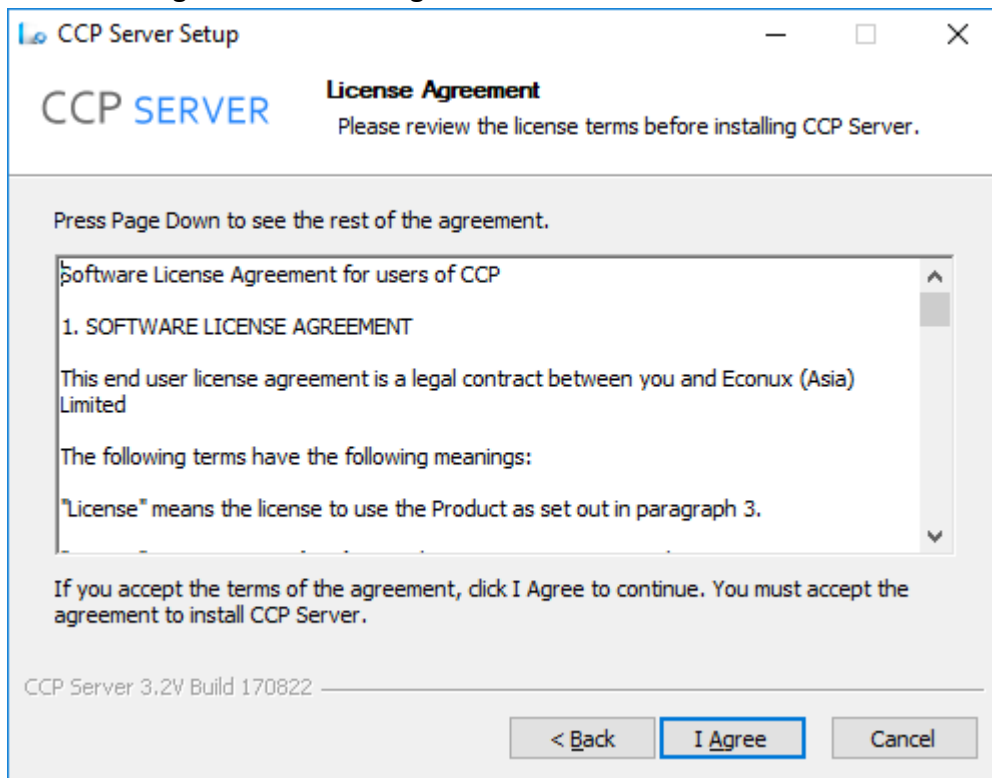
1. First by double click to launch the “CCP_Server_Setup” installation program.



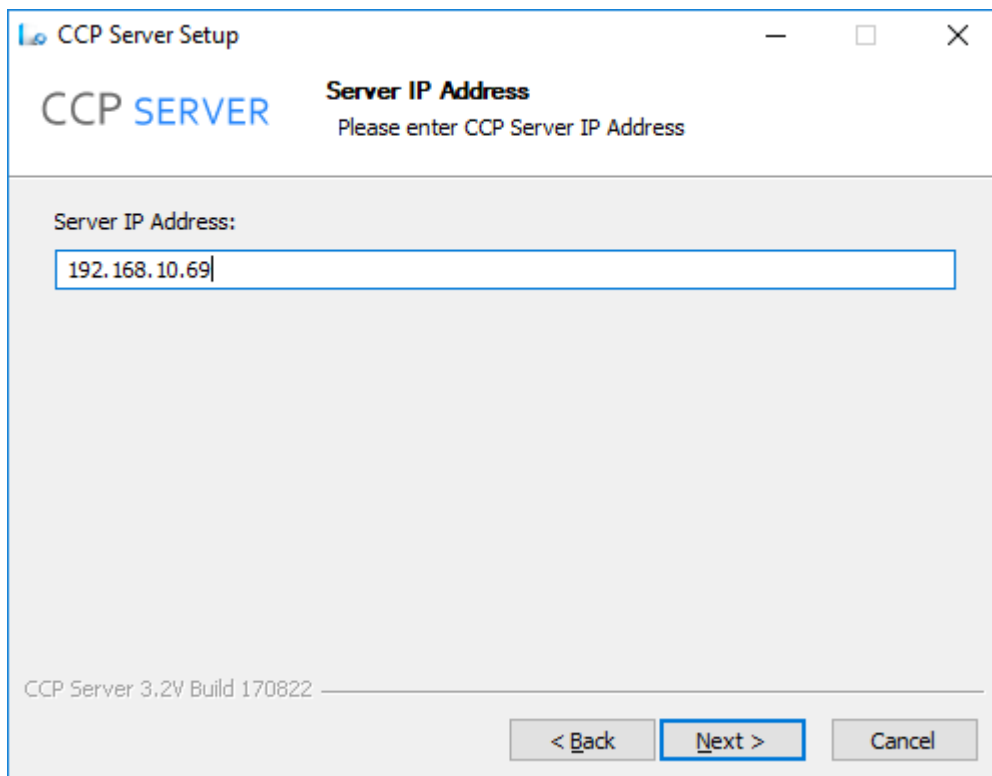
The following options are displayed. Click Next to continue.



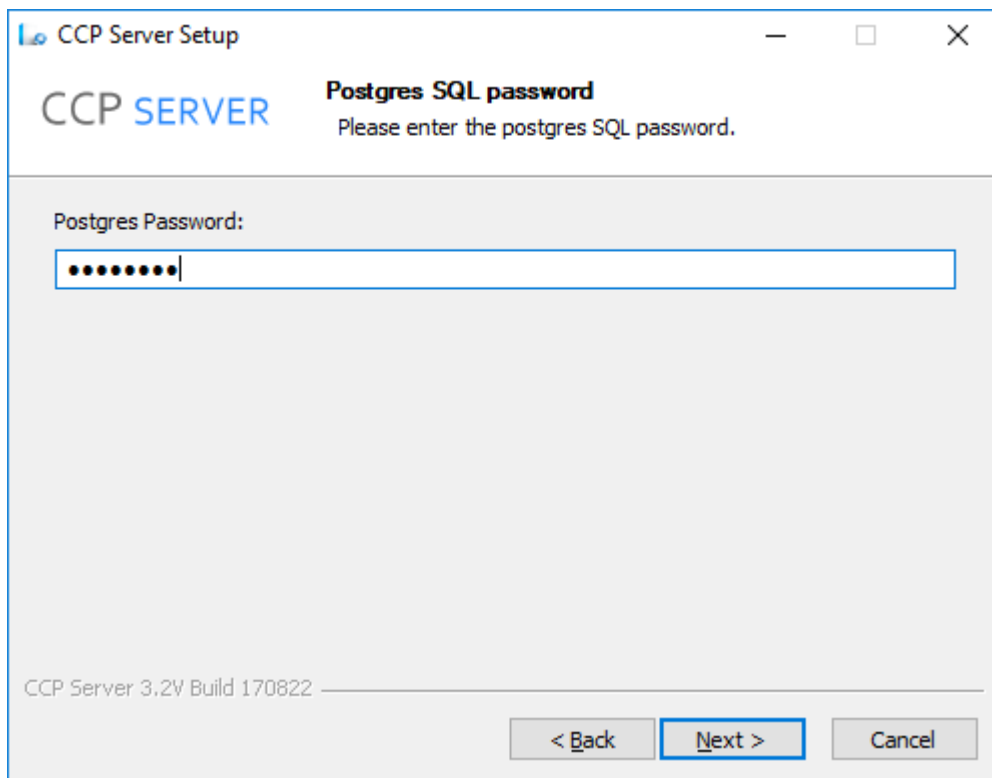
2. Confirm to Agree the License Agreement.



3. Enter the IP address for your CCP Server. (Must be statically assigned).

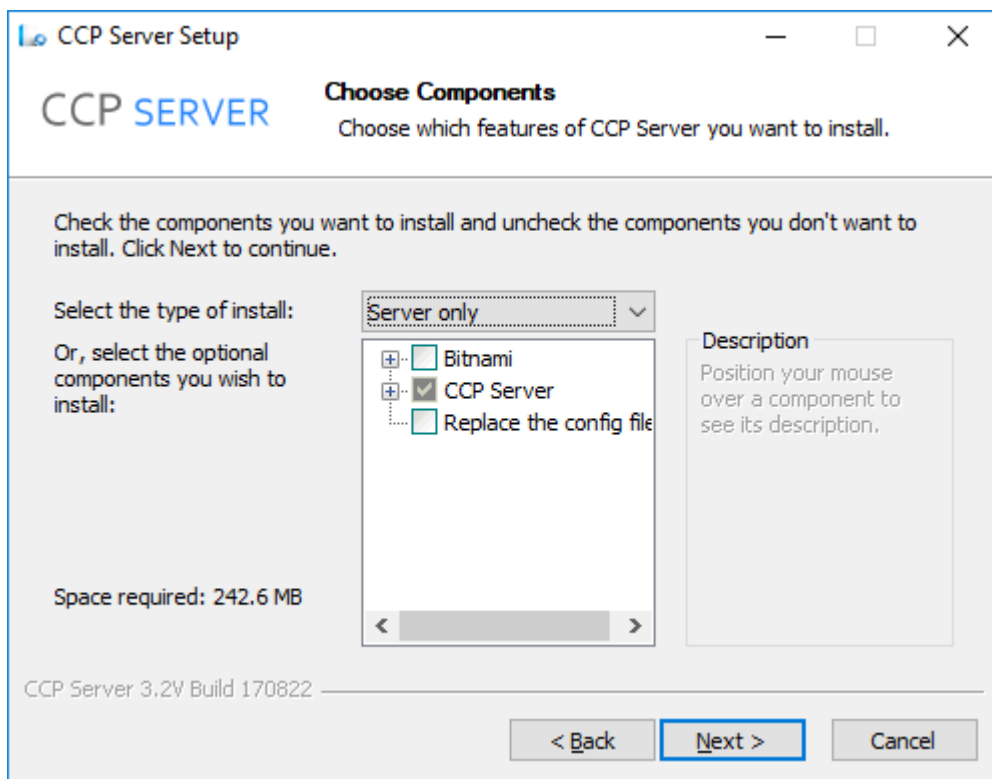


4. You will need to assign a password for your PostgreSQL database.



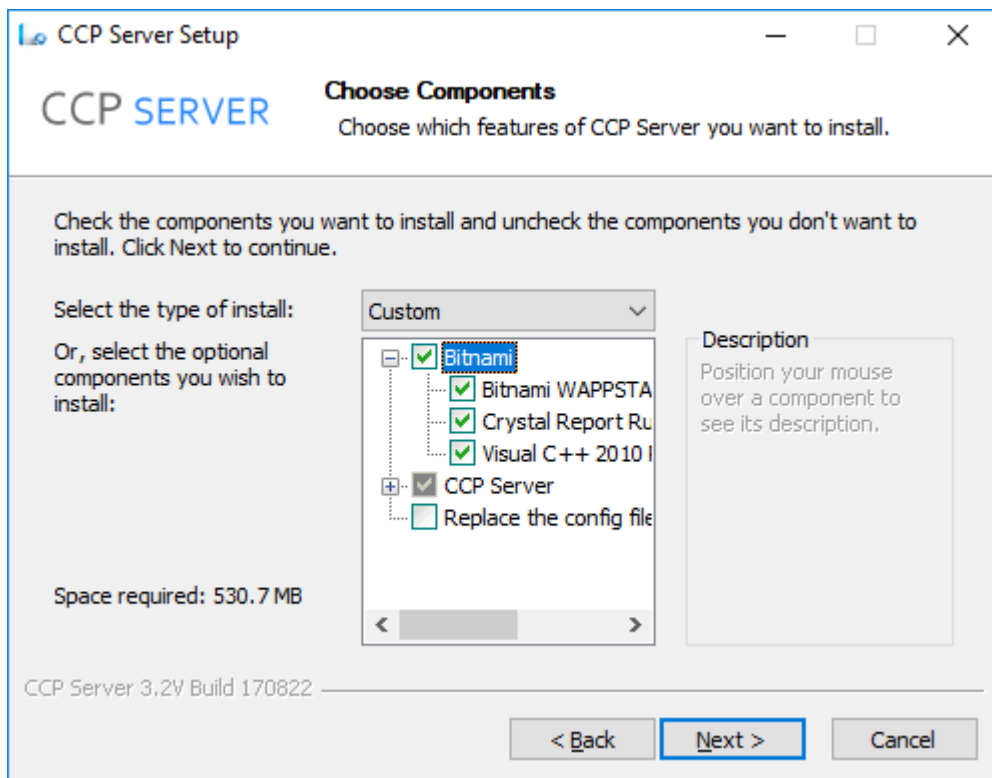
The screenshot shows the 'CCP Server Setup' window with the title 'Postgres SQL password'. The instruction says 'Please enter the postgres SQL password.' Below this is a text field labeled 'Postgres Password:' containing ten dots. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border. The footer text reads 'CCP Server 3.2V Build 170822'.

5. By default selection, ONLY CCP components are selected.

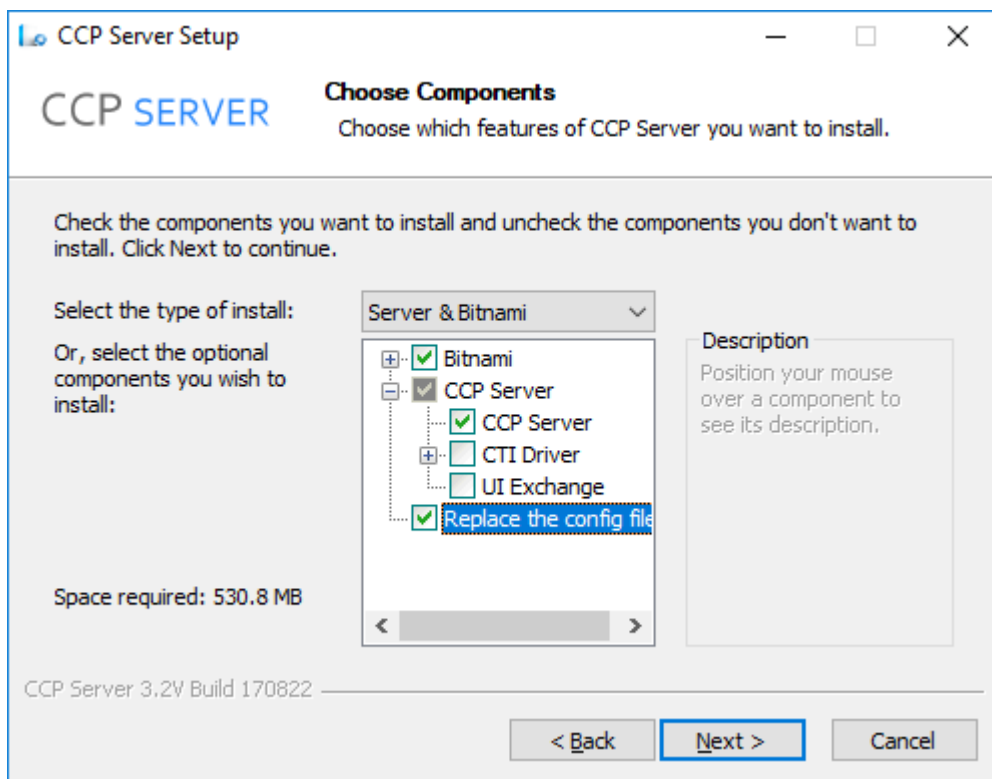


The screenshot shows the 'CCP Server Setup' window with the title 'Choose Components'. The instruction says 'Choose which features of CCP Server you want to install.' Below this is a text box with the text: 'Check the components you want to install and uncheck the components you don't want to install. Click Next to continue.' There are two main sections: 'Select the type of install:' with a dropdown menu set to 'Server only', and 'Or, select the optional components you wish to install:' with a list of three items: 'Bitnami' (unchecked), 'CCP Server' (checked), and 'Replace the config file' (unchecked). To the right of the list is a 'Description' box with the text: 'Position your mouse over a component to see its description.' Below the list, it says 'Space required: 242.6 MB'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border. The footer text reads 'CCP Server 3.2V Build 170822'.

6. For first installation, please includes “Bitnami” options.

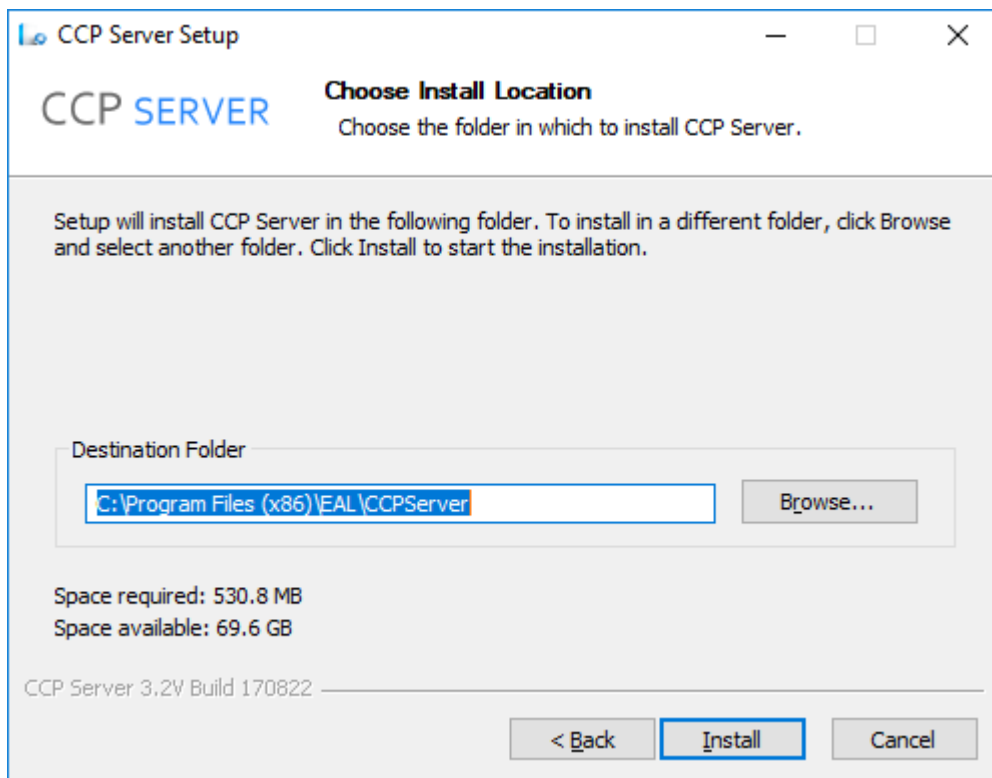


7. And ensure the “Replace the config” option is selected.

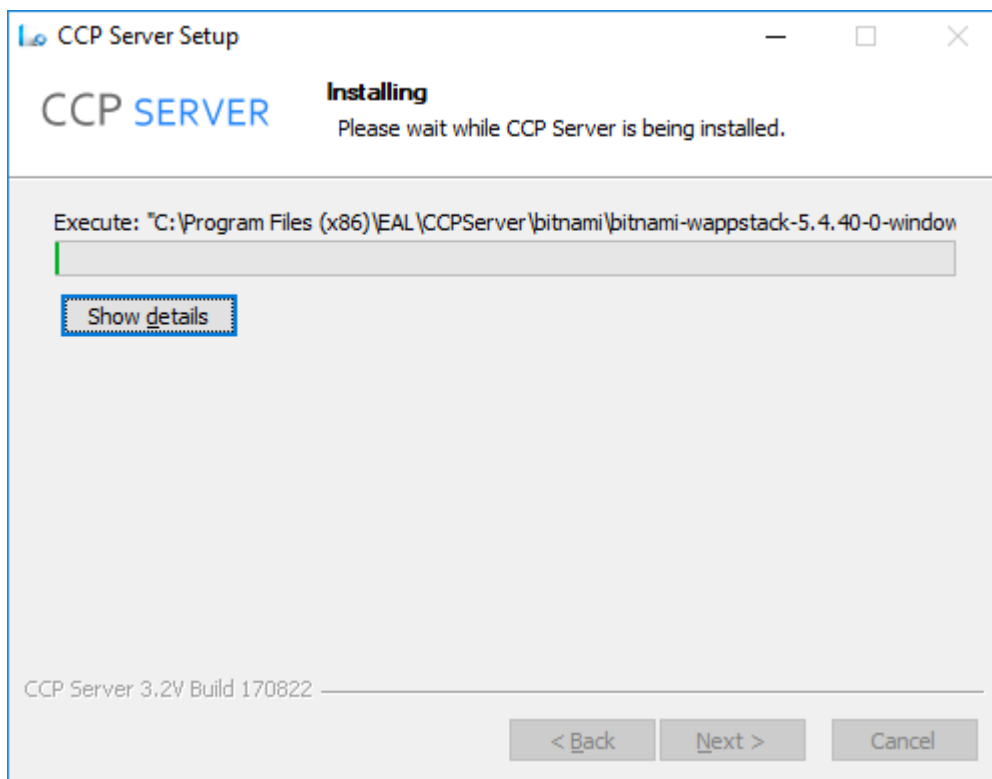


Remark: “CTI Driver” and “UI Exchange” to be install when using CTI Control Integration.

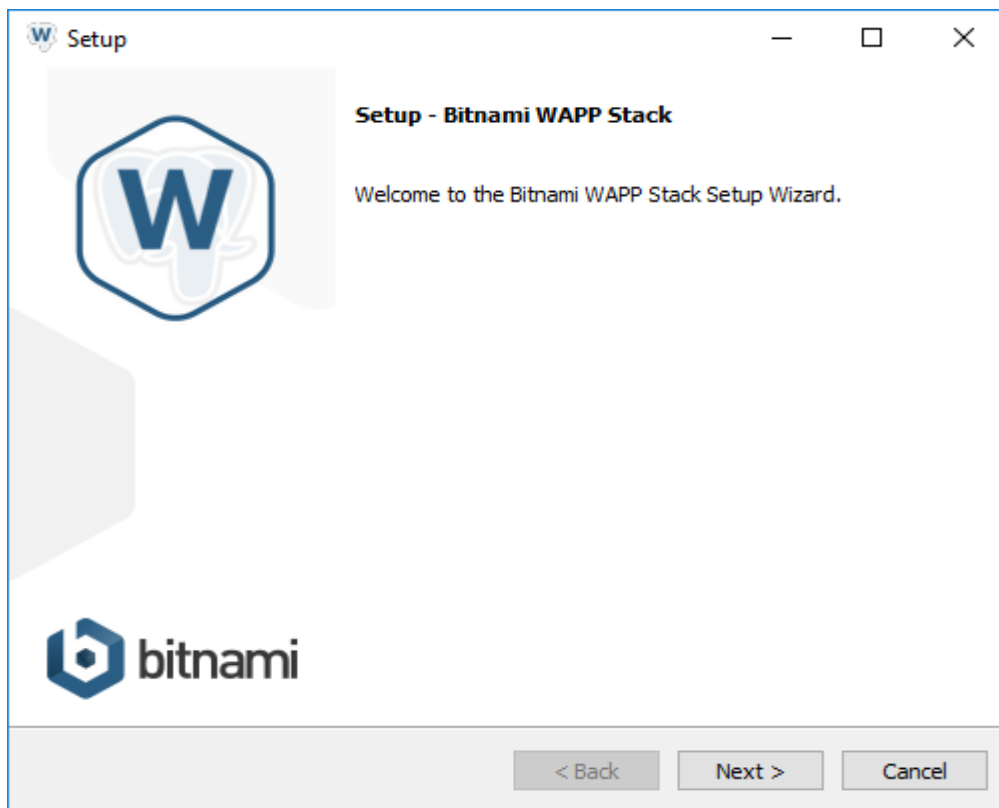
8. Default installation path is shown. Click “Install” to begin.



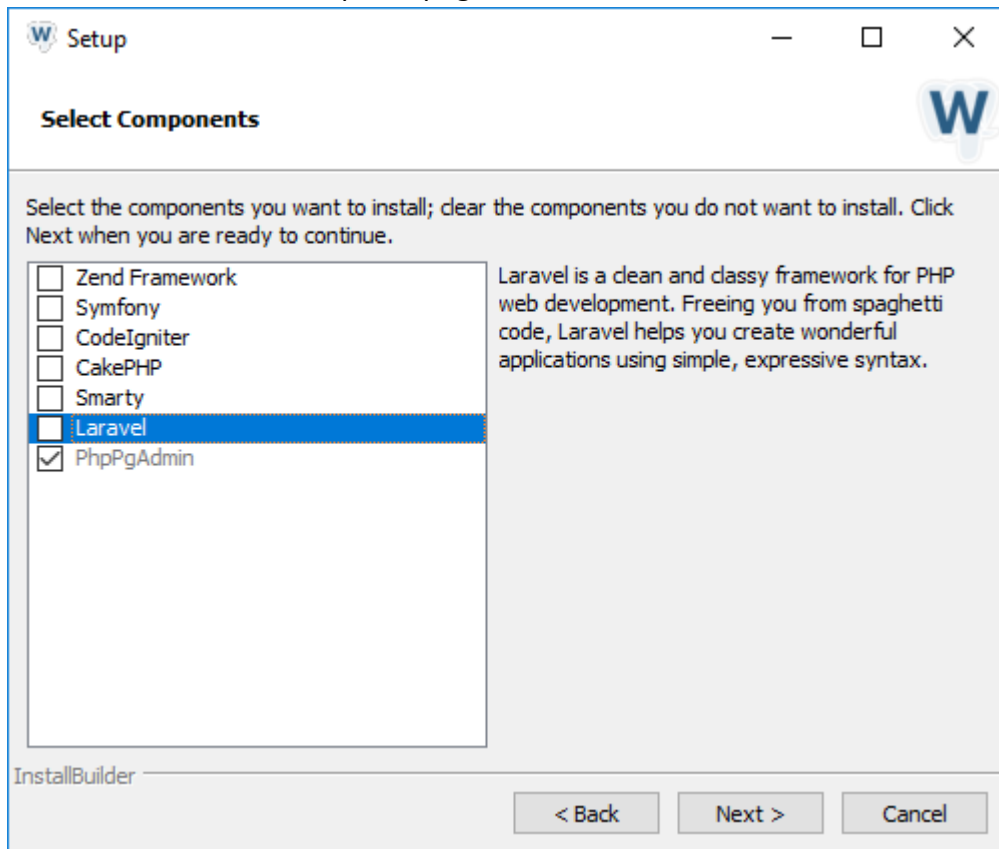
9. The installation may take a few minutes.



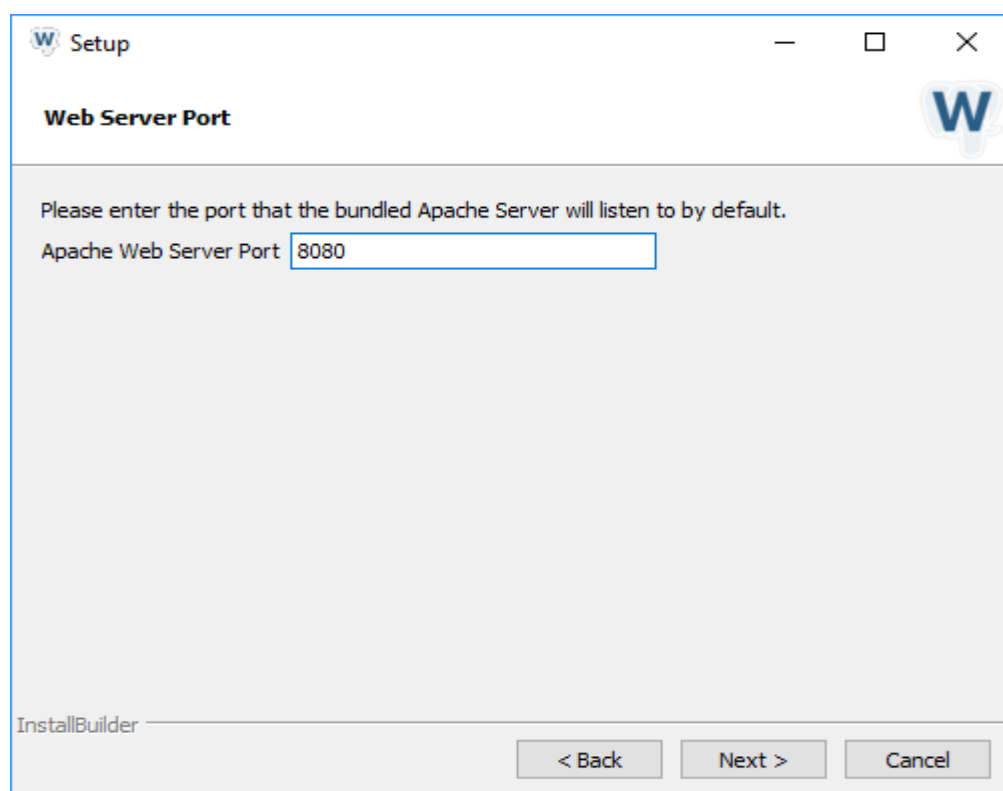
10. The setup of “Bitnami” is begin. Click Next to continue.



11. Unclick all selections except “PhpPgAdmin”. Click Next to continue.

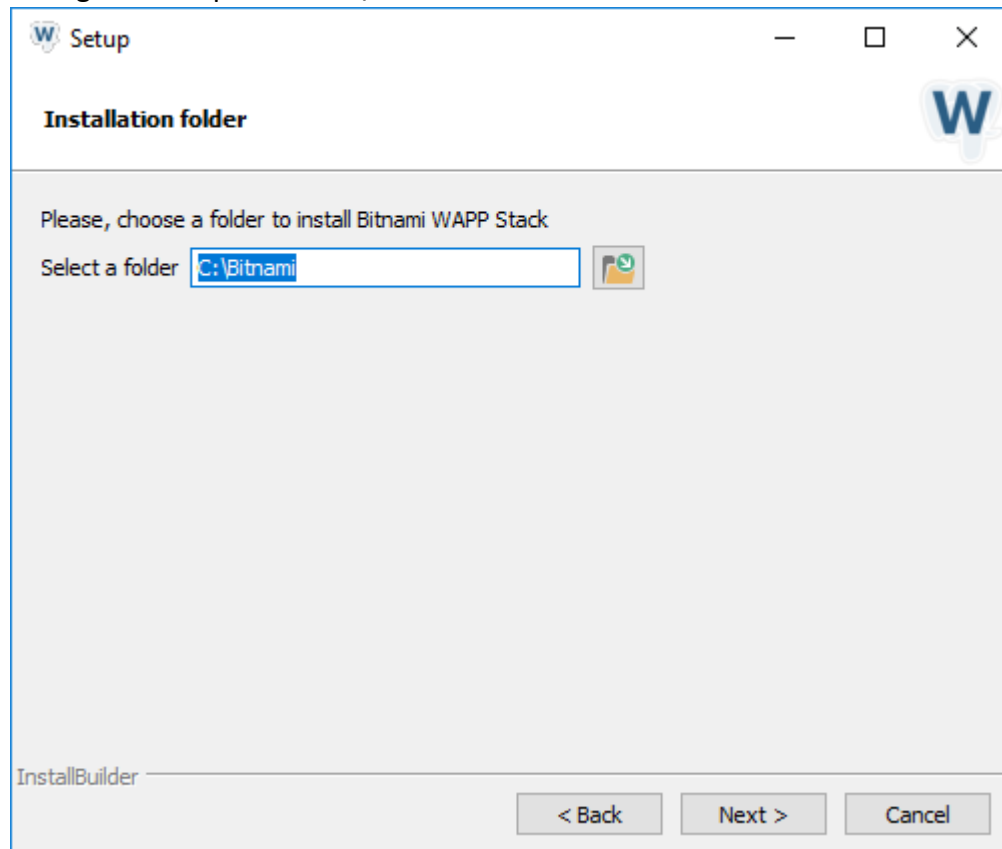


12. You may define the server port, suggest 8080 as your defined server port.

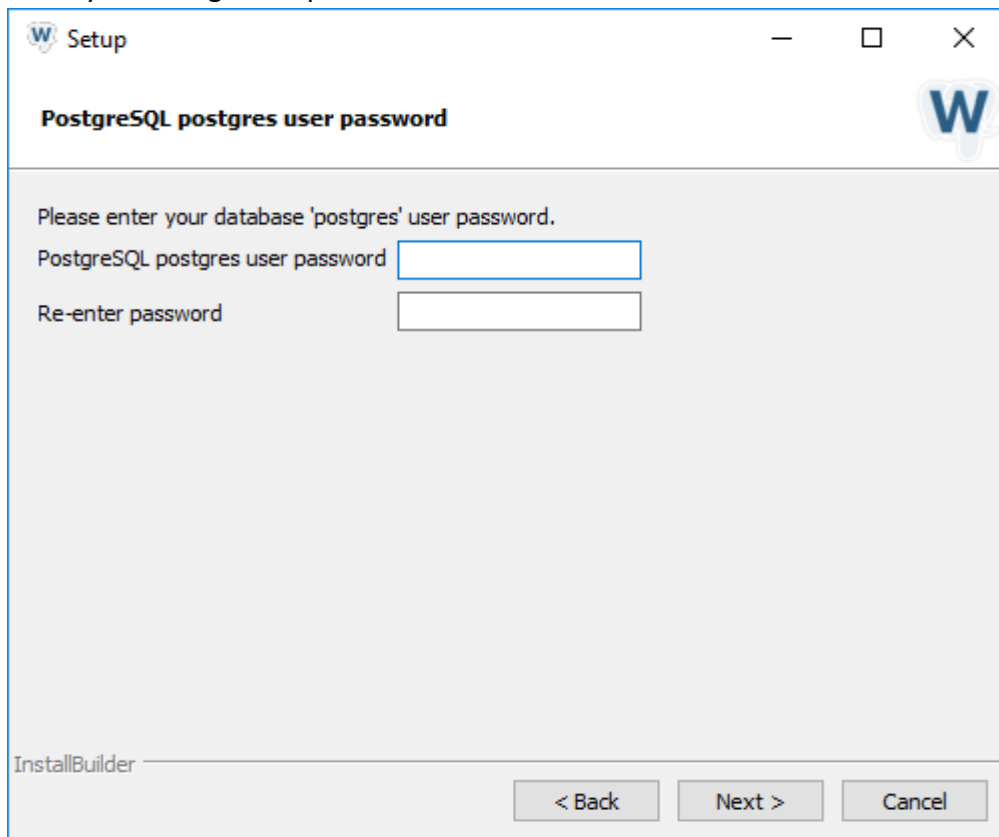


Remark: this Pop up will show out when Port 80 is use by other program.

13. Change the file path to "C:\Bitnami".

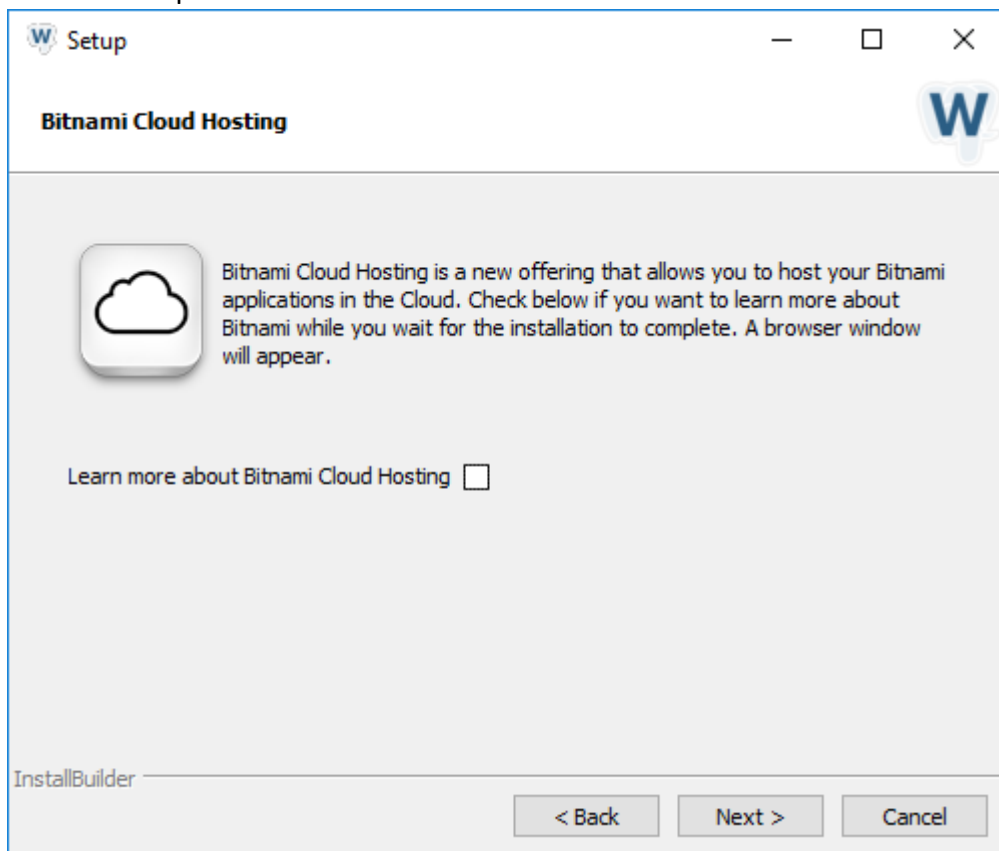


14. Enter your PostgreSQL password. Click Next to continue.



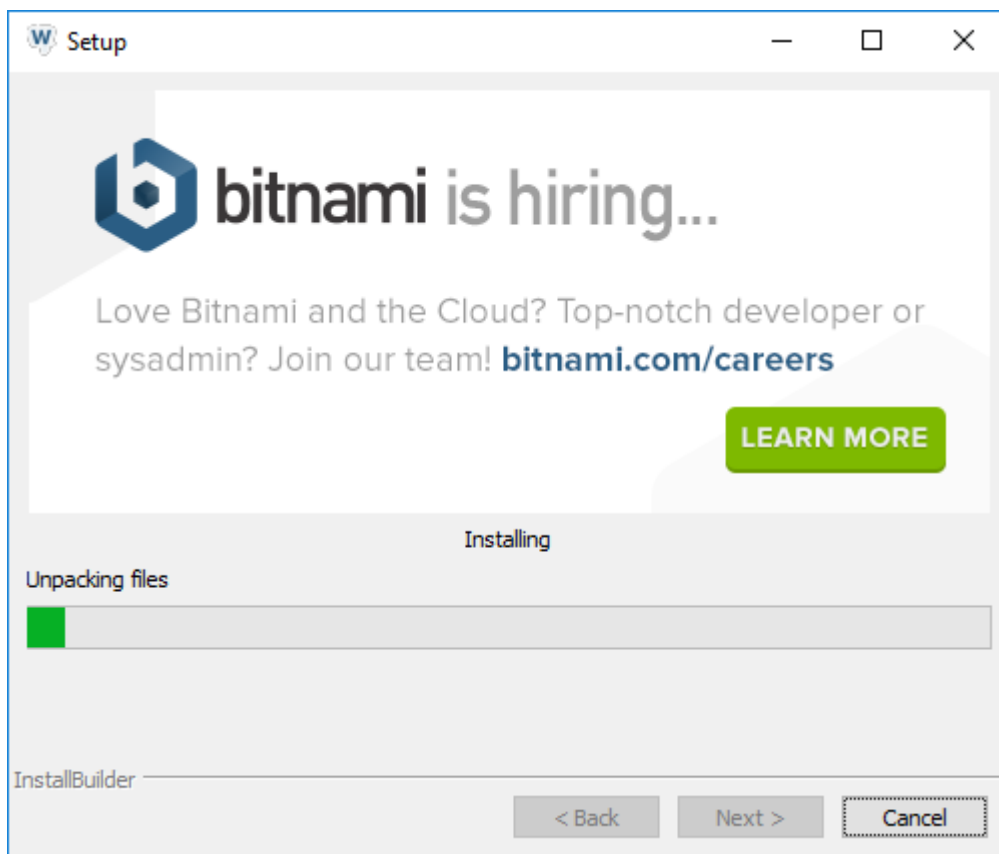
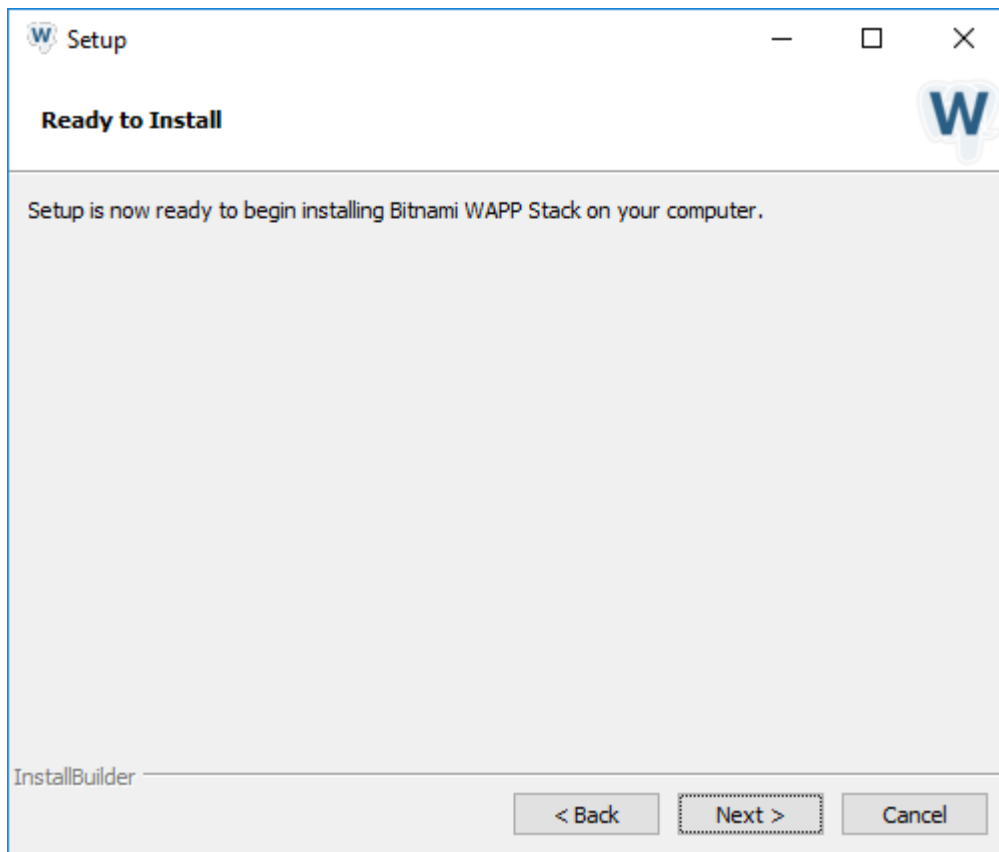
The screenshot shows a Windows-style window titled "Setup" with a Bitnami logo in the top right corner. The main heading is "PostgreSQL postgres user password". Below this, a message says "Please enter your database 'postgres' user password." There are two text input fields: the first is labeled "PostgreSQL postgres user password" and the second is labeled "Re-enter password". At the bottom left, it says "InstallBuilder". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

15. Unclick the option. Click Next to continue.

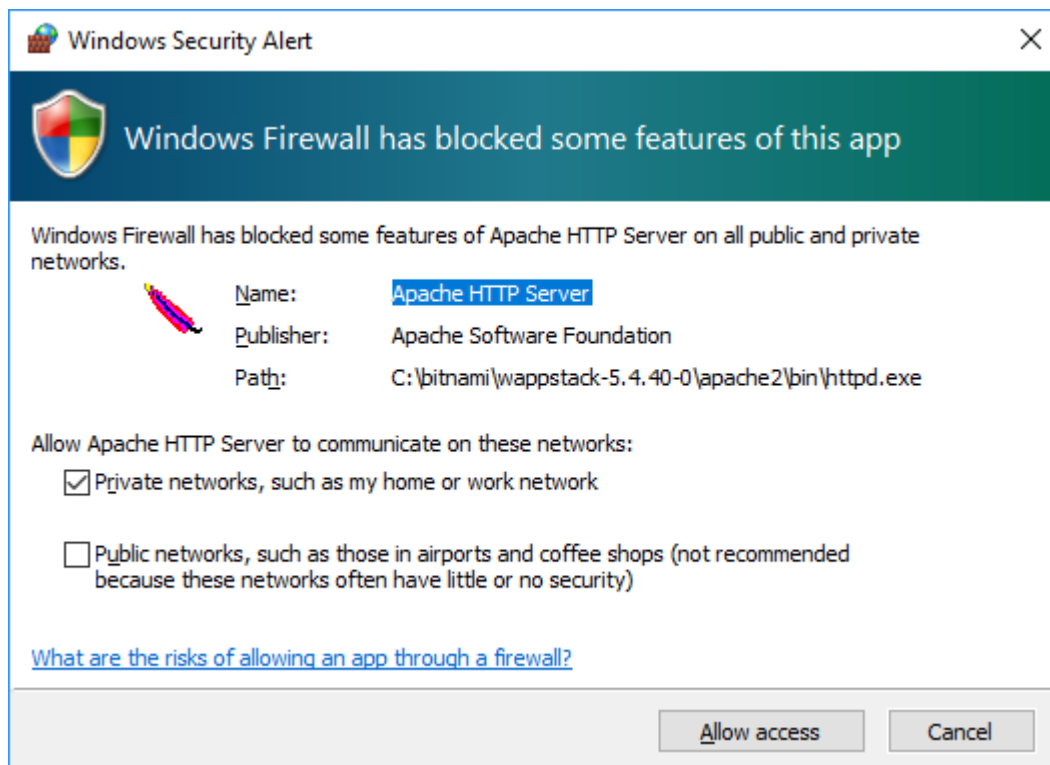


The screenshot shows a Windows-style window titled "Setup" with a Bitnami logo in the top right corner. The main heading is "Bitnami Cloud Hosting". Below this, there is a cloud icon and a text block: "Bitnami Cloud Hosting is a new offering that allows you to host your Bitnami applications in the Cloud. Check below if you want to learn more about Bitnami while you wait for the installation to complete. A browser window will appear." Below the text block, there is a checkbox labeled "Learn more about Bitnami Cloud Hosting". At the bottom left, it says "InstallBuilder". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

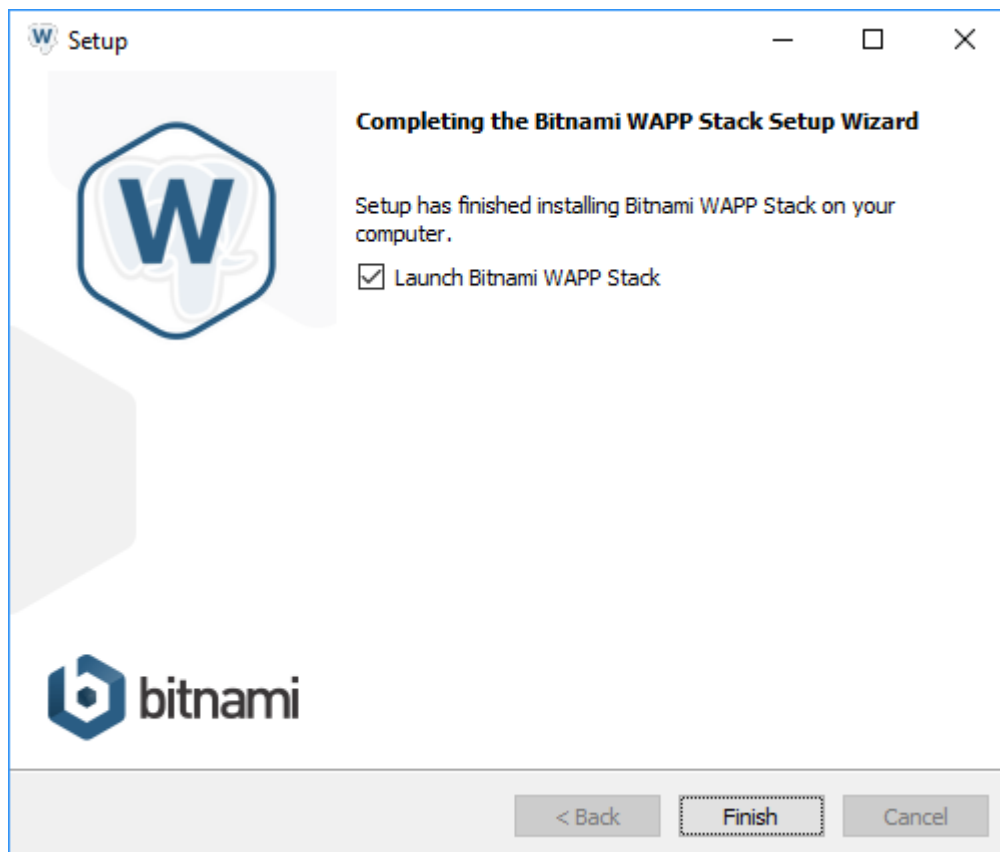
16. Click Next to start install.



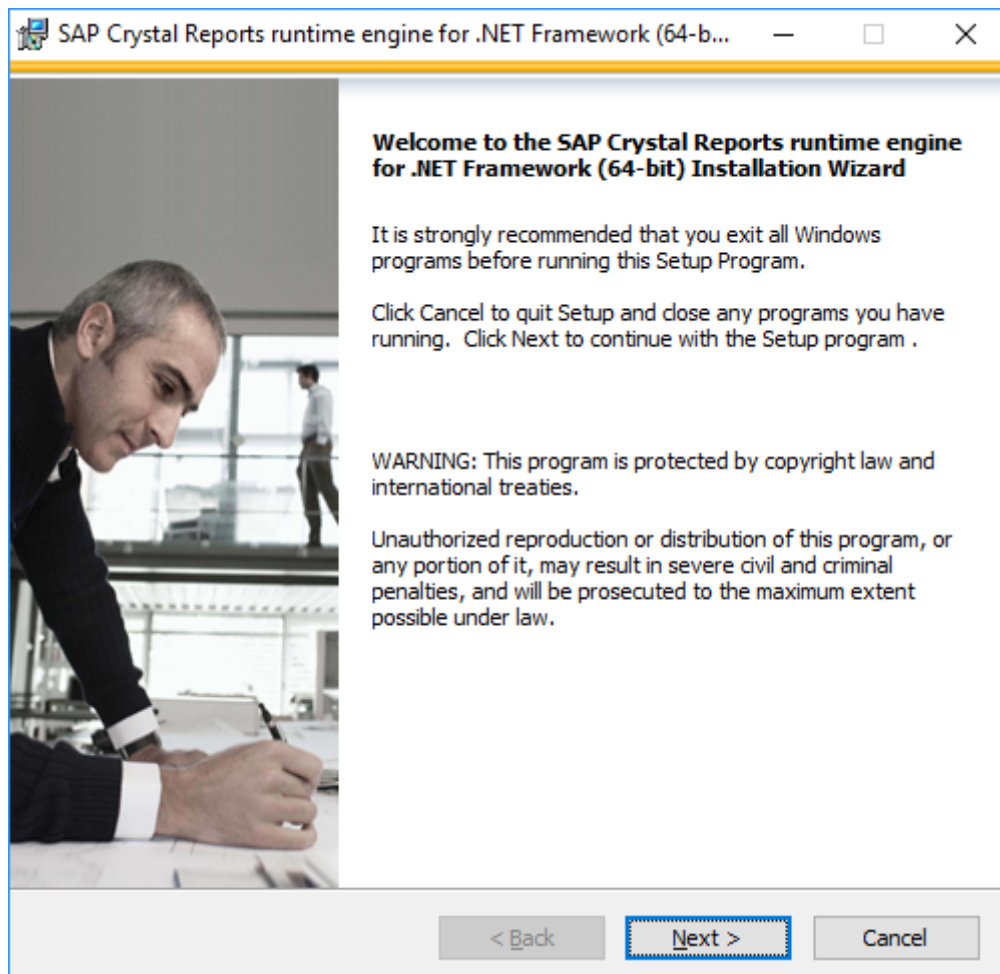
Click “Allow access” to continue.



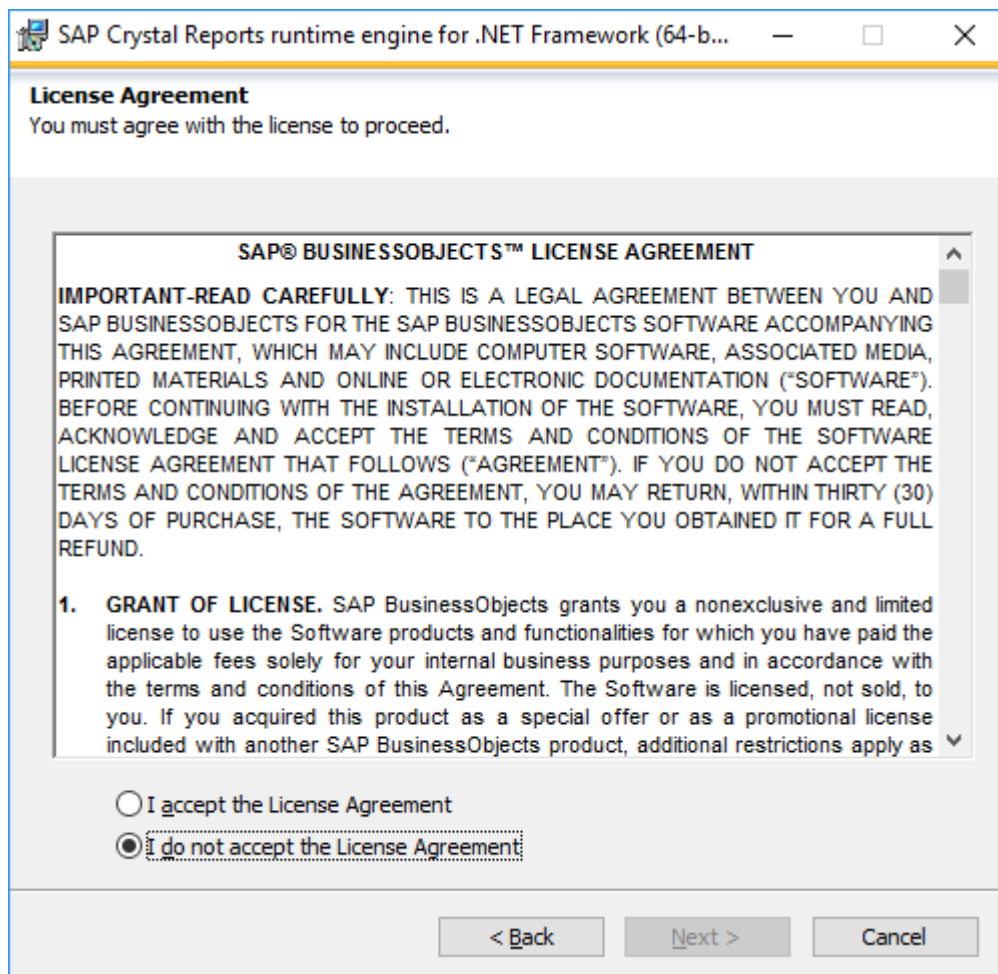
17. Click “Finish” to complete the Bitnami installation.



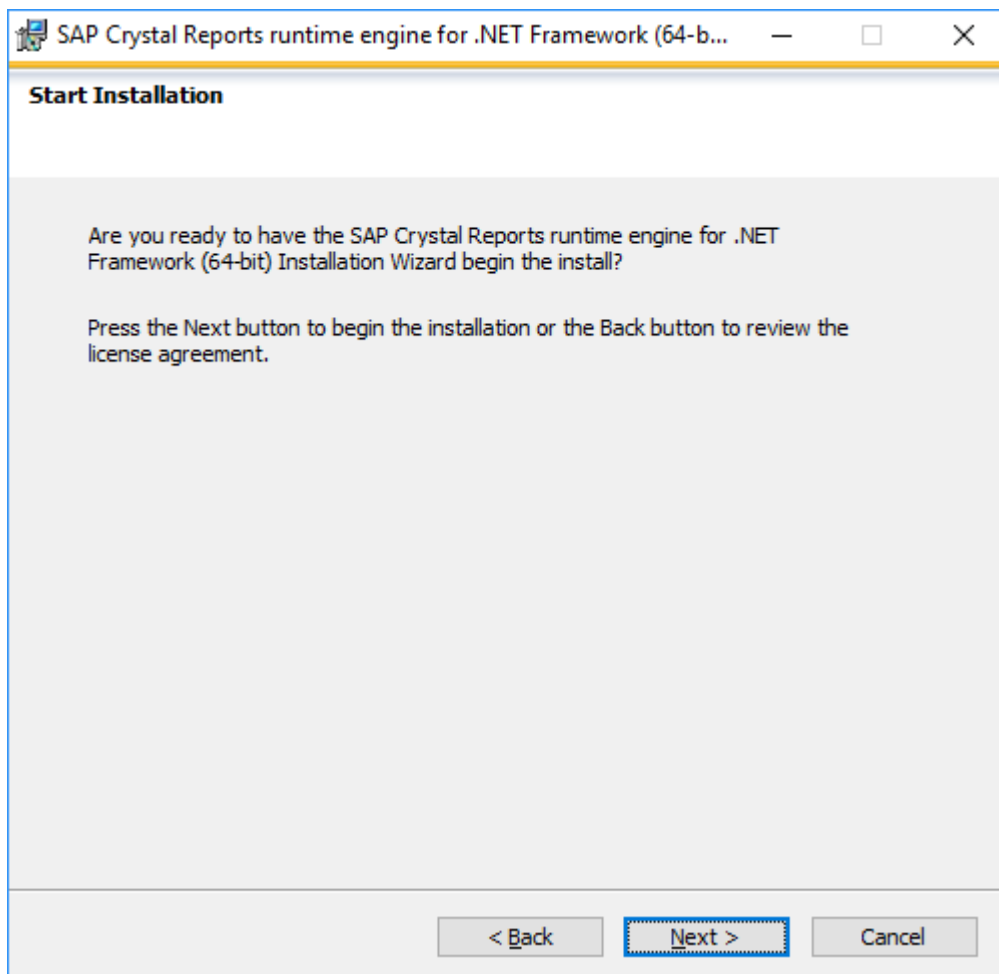
18. The next section is the installation of the SAP report engine. Click Next to continue.



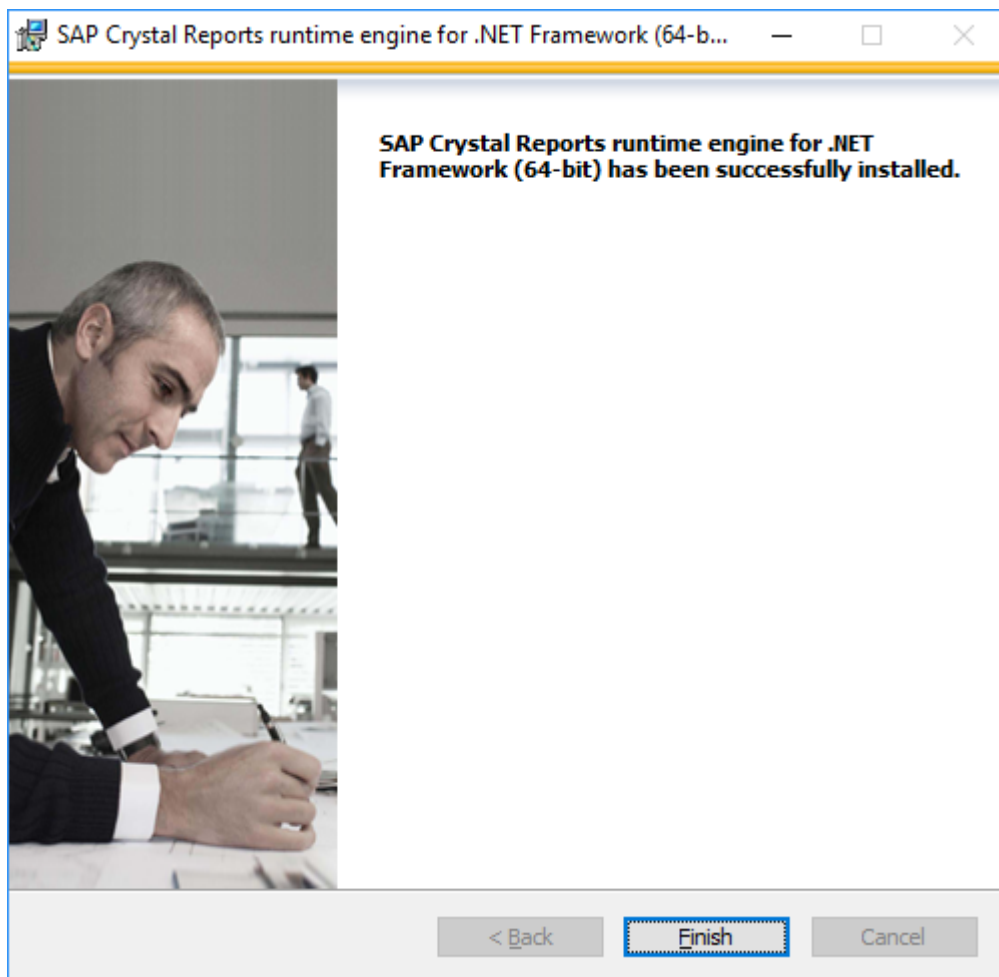
19. You are asked to read & accept the license agreement. Click Next to continue.



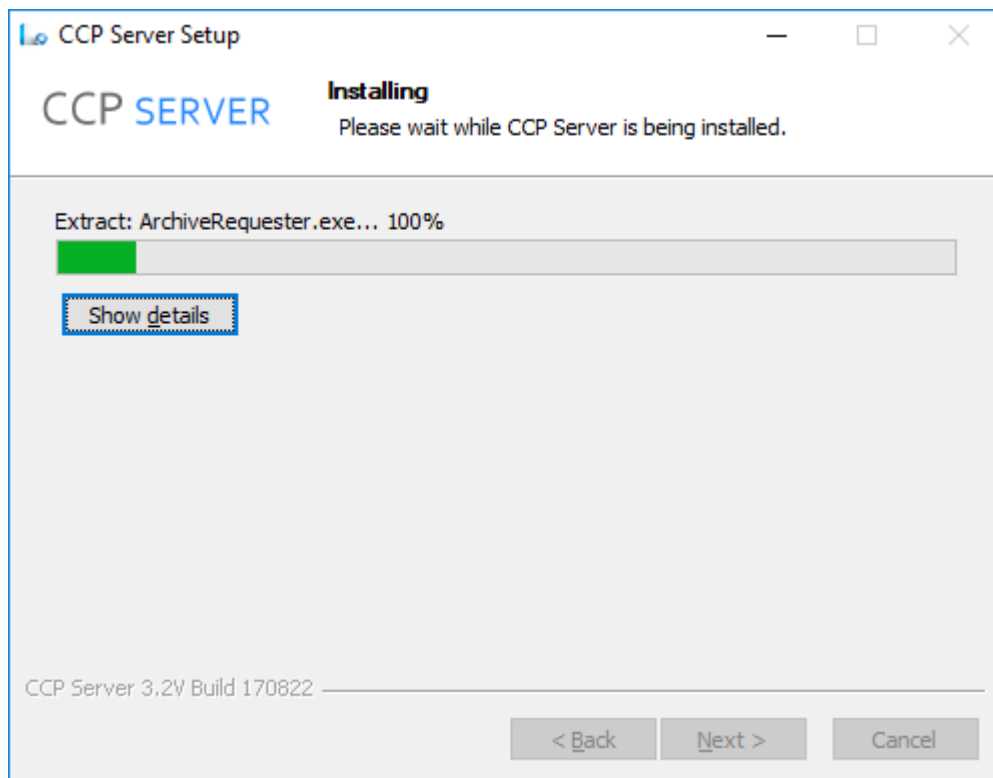
20. The install of SAP report engine is begin. Click Next to continue.



21. Once the selection is completed in installation. The following is displayed.

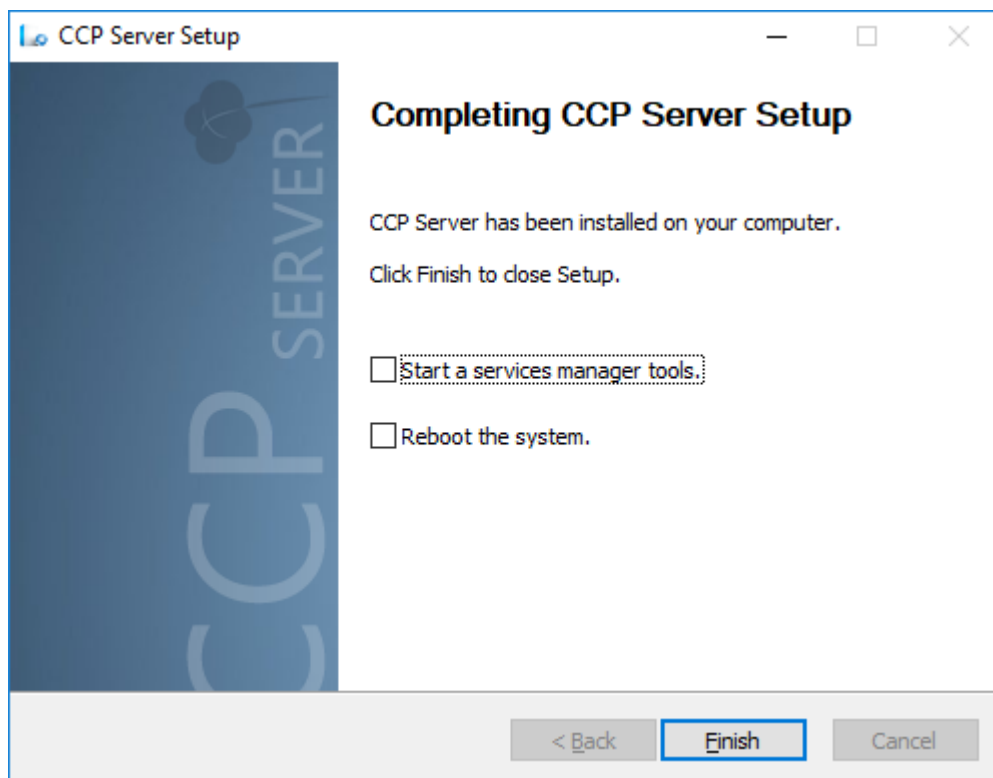


22. The CCP server installation is continue.



23. The final wizard page appears, asking you to restart your server.

After restarting your server, you need to set up appropriate licensing information. Details are given in the next section.



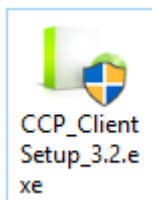
Installation Steps – CCP Client

This section will guide you through the installation of the CCP Clients (Recording Module). The procedures will be illustrated with IPT recording module.

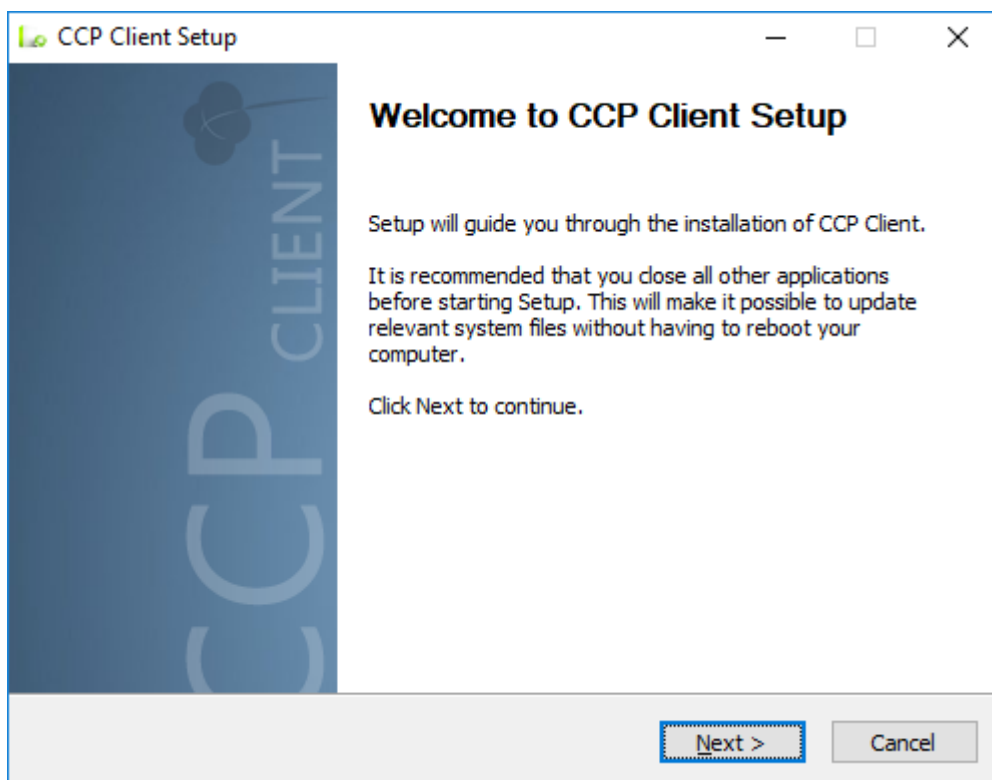
If you have a single recorder module scenario. The CCP server & client can be installed onto the same server machine. For multiple recorder modules or multi-site environment; CCP Server shall be installed separately to the recorder modules.

To install CCP Client, follow the procedures below:

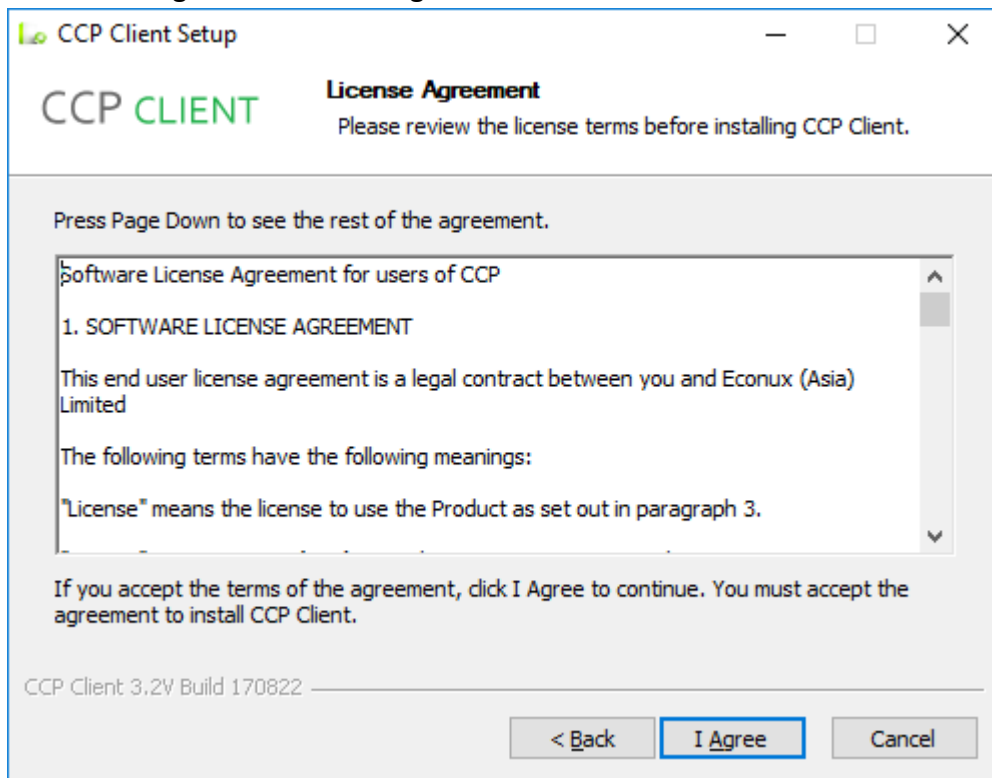
1. First by double click to launch the “CCP_Client_Setup” installation program.



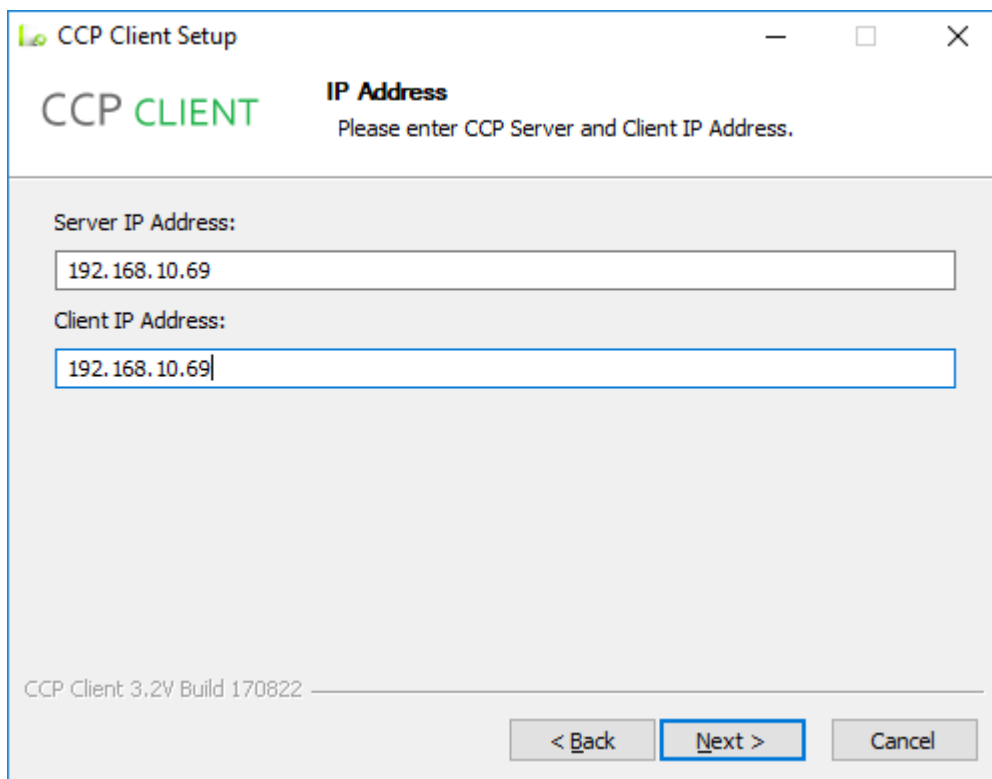
The following options are displayed. Click Next to continue.



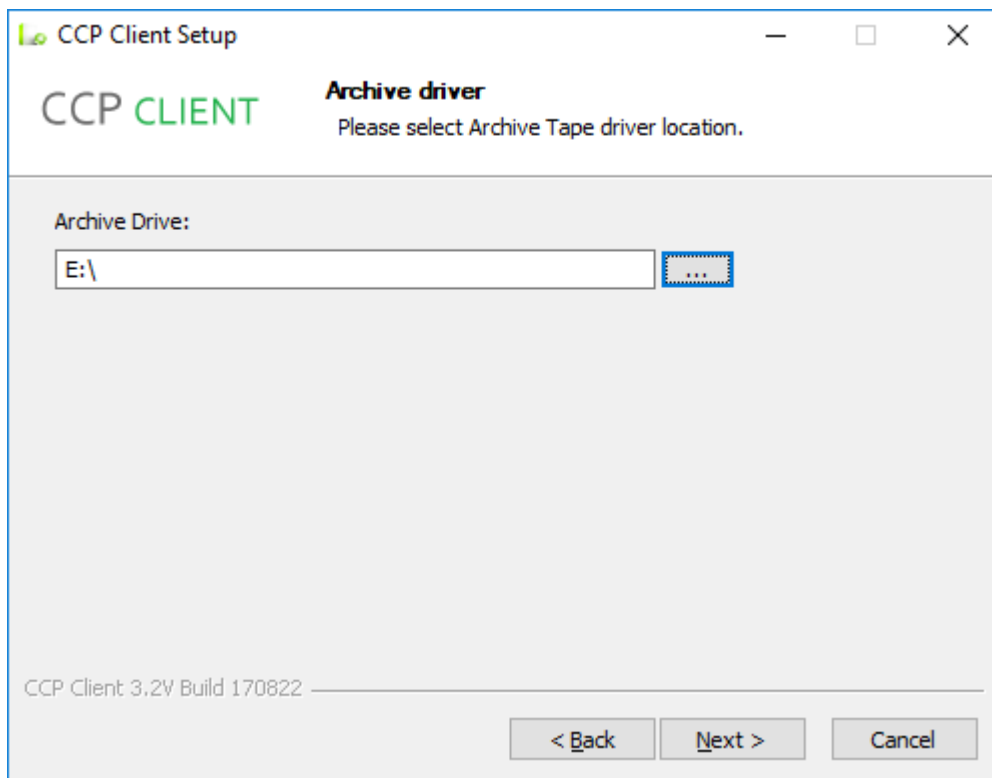
2. Confirm to Agree the License Agreement.



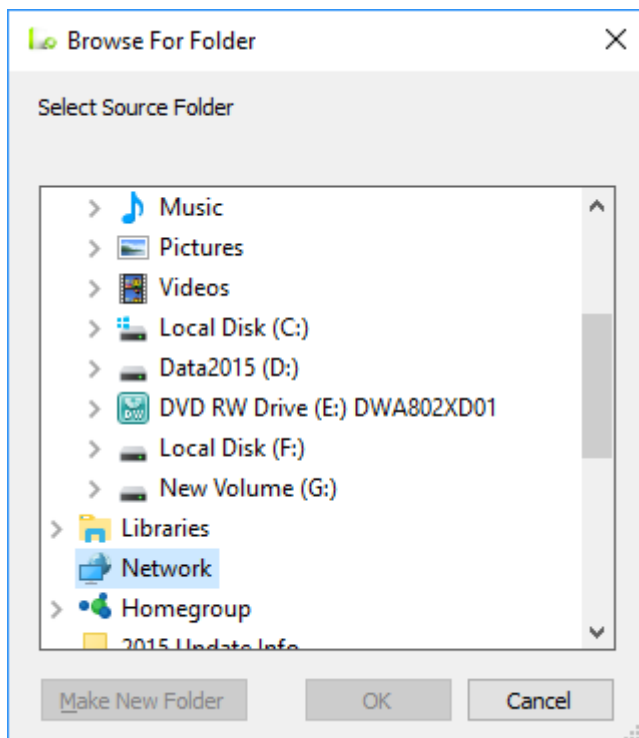
3. Please enter the IP addresses for both CCP Server and Client. In a single recorder module scenario both IP addresses will be same.



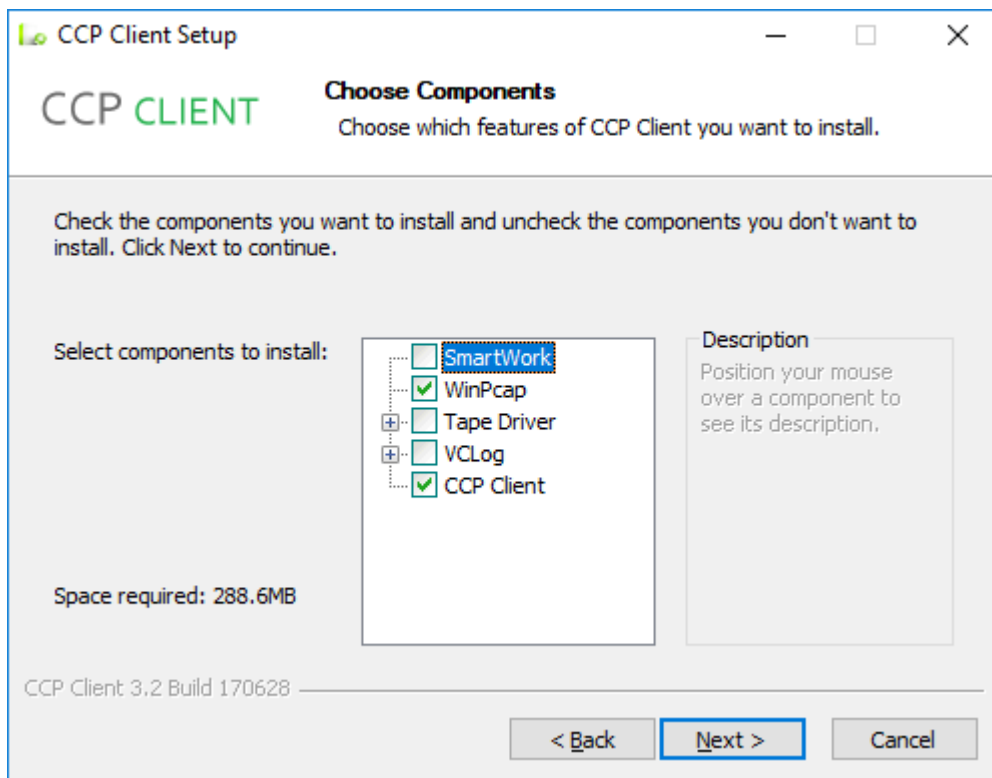
4. Browse your “Archive Drive” and select your drive path.



5. You may select the “Archive Drive” path from below wizard. Click “OK” for selection to continue. (Remark: must be select local Drive or Partition)



6. Select the require recorder module. Click Next to continue.

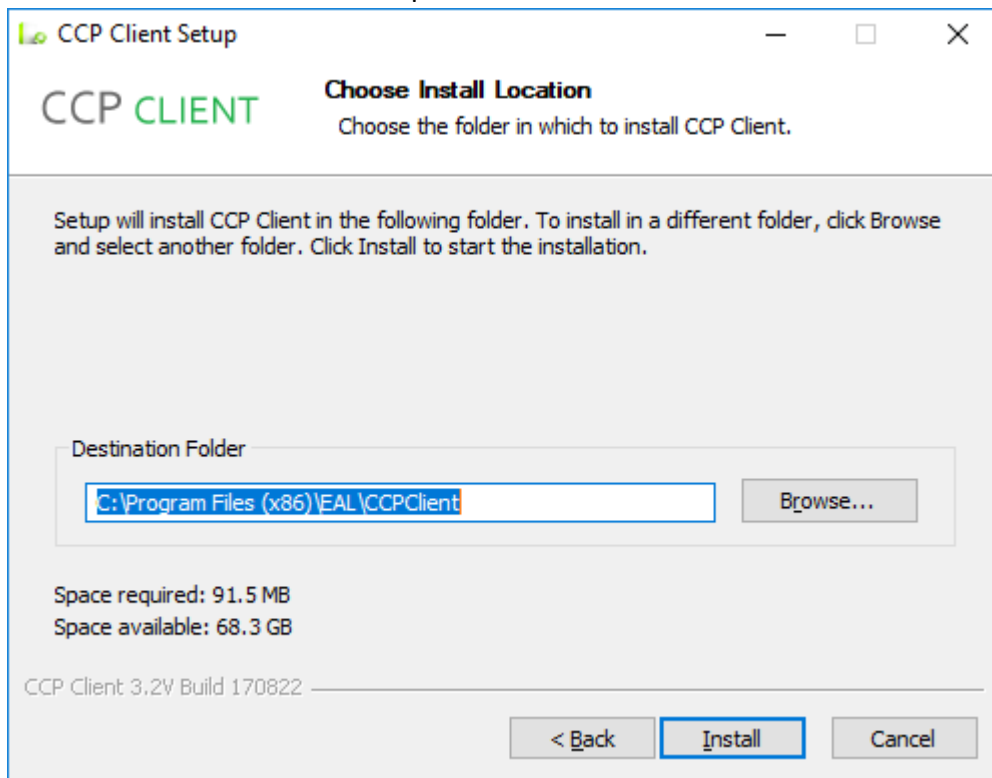


- For TDM Recording, Please select SmartWork, VLog(exclude softrecord and UCCX), and CCP Client box
- For IP Recording, Please select WinPcap and CCP Client box
- For Hybird Recording, Please select SmartWork, VLog, WinPcap and CCP Client box.

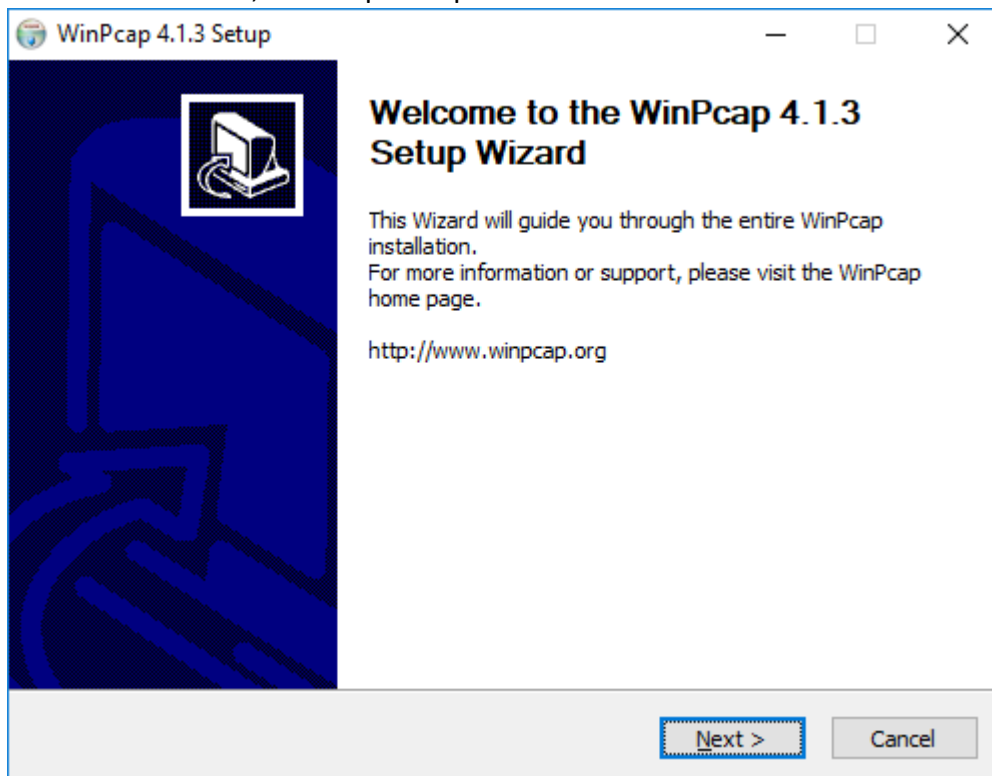
Condition:

- If Customer Select Hybird recording solution, some configure file need to change after the installation. For detail information please contact our sale or services support.
- For detail information about install VLog software part, please contact our sale or services support

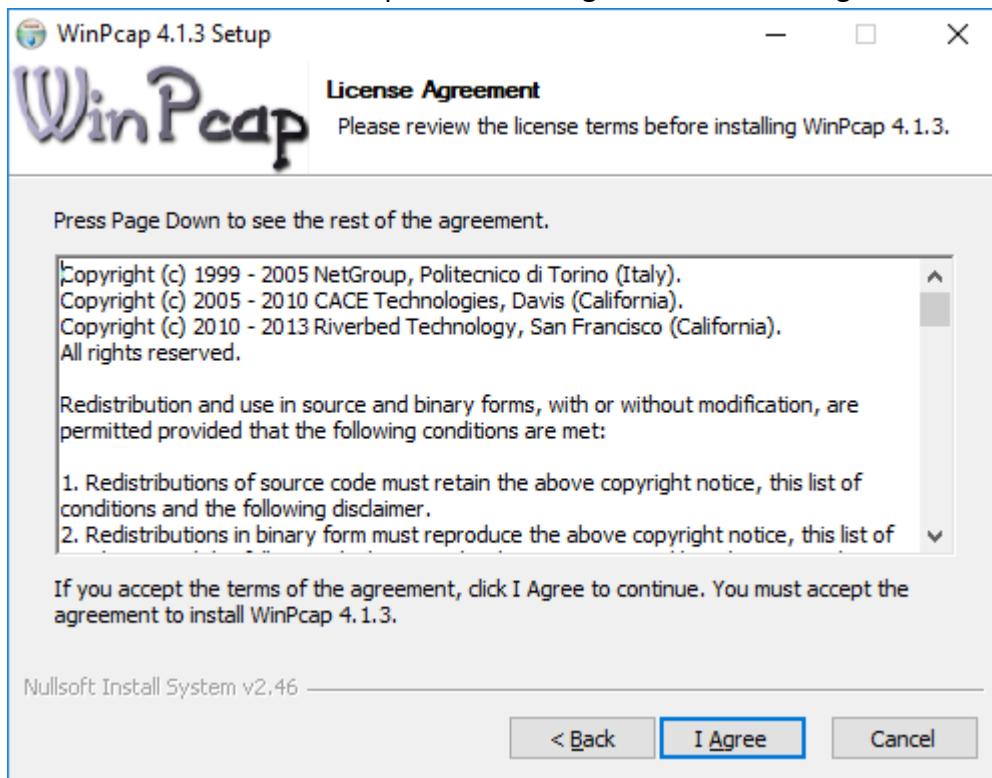
7. Use the default install location path. Click “Install” to continue.



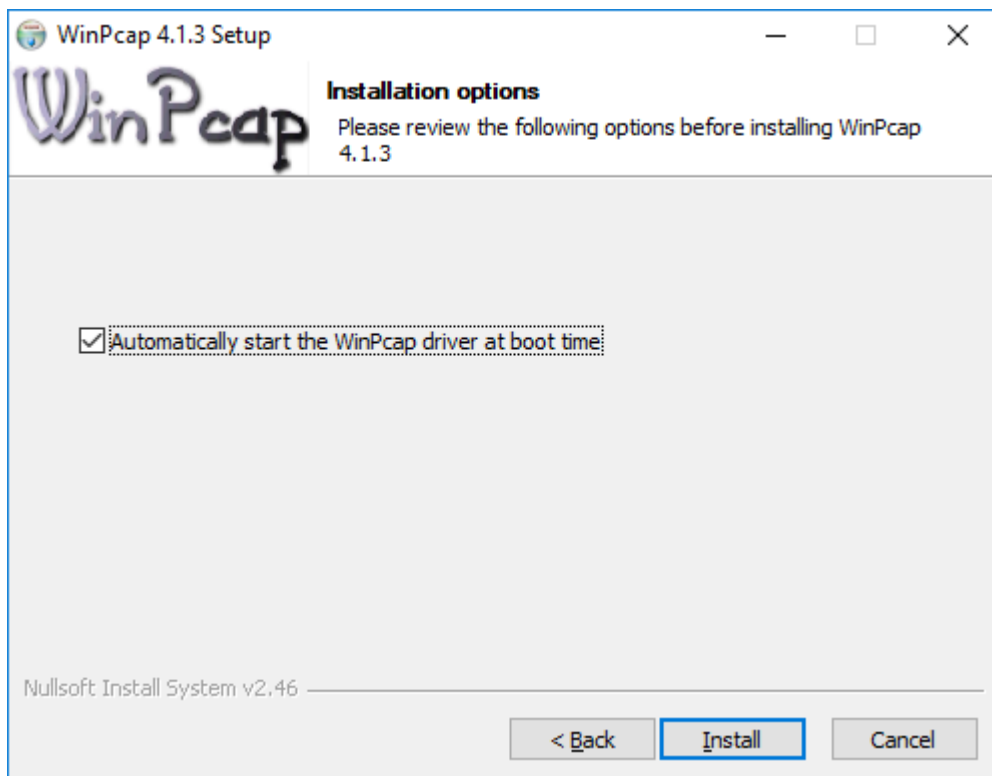
8. For this illustration, WinPcap is required. Click “Next” to continue.



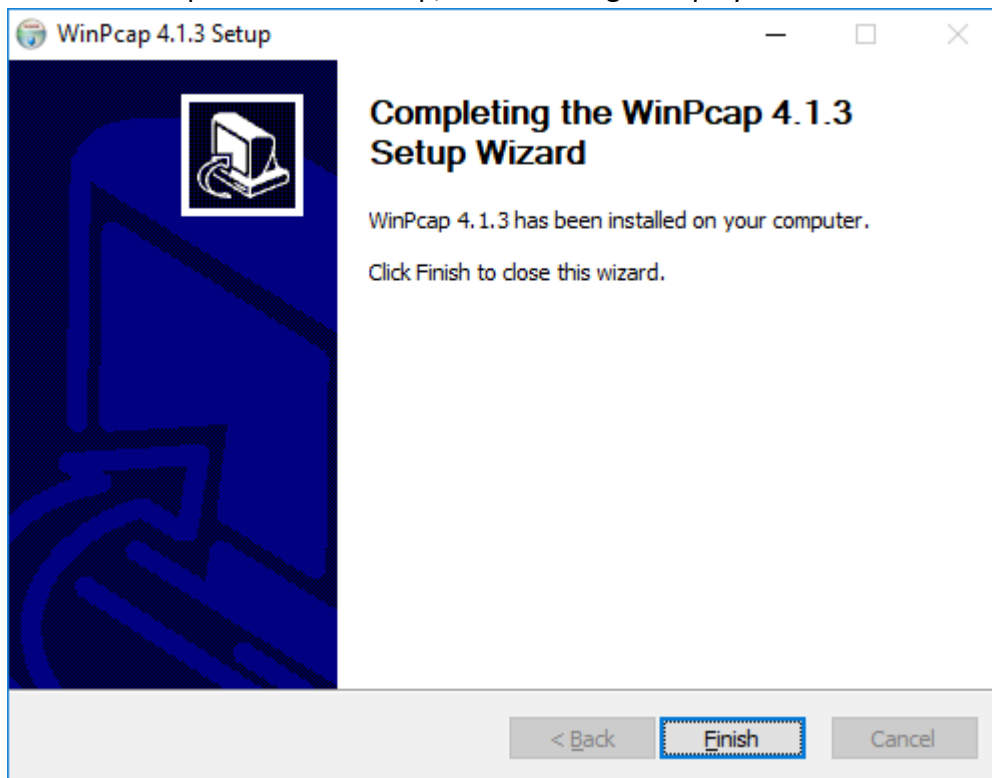
9. You are asked to read & accept the license agreement. Click “I agree” to continue.



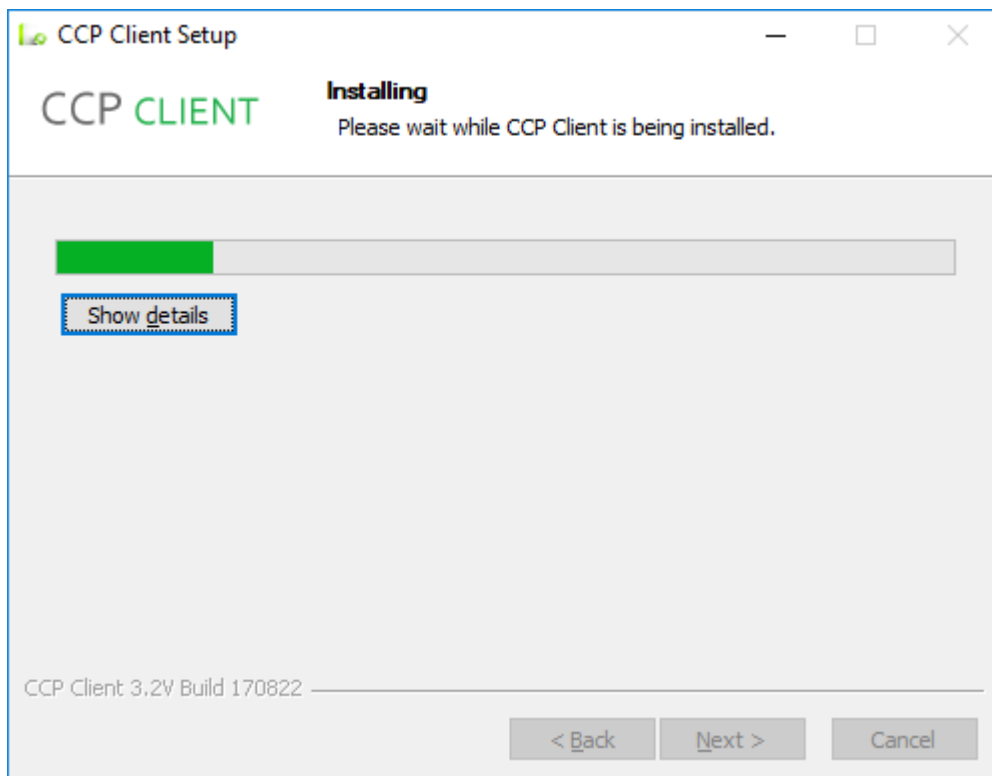
10. Click “Install” to continue.



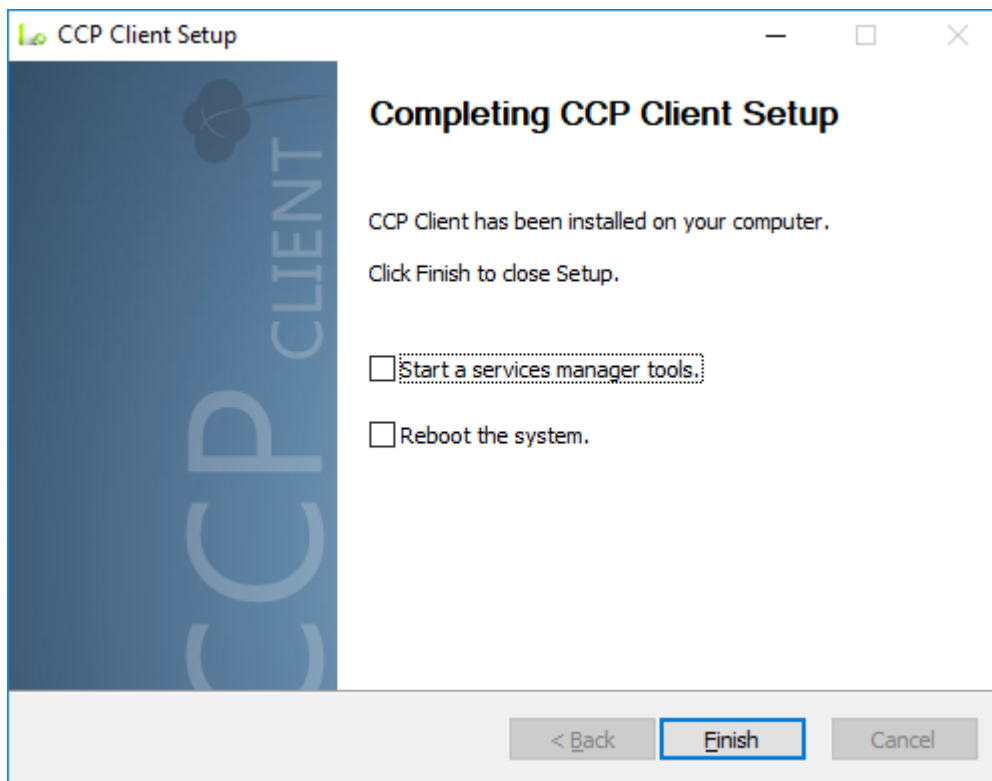
11. After the completion of WinPcap, the following is display.



12. CCP Client continues on the installation.



13. The final wizard page appears, asking you to restart your server.



Licensing

CCP Web Portal Server must be licensed before it can function correctly.

After installation, you will need to enter the licensing information. Please ensure you have internet access and sufficient access rights to the website or you will not be able to complete the licensing process.

If for any reason you are unable to access the internet, you may choose to register a temporary license that lasts for 30 days, giving you time to obtain the full license within that time. Details are given below. (These could interfere with the recorder's ability to start