



Install and Configure the External HDS

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Install and Configure the External HDS

The default deployment pulls data from the on-box AW-HDS-DDS on the Unified CCE AW-HDS-DDS, where Real-time, Historical and Call Detail Data are stored.

If you need a longer retention period, you can optionally install the Administration Server, Real Time and Historical Data Server, Detail Data Server (AW-HDS-DDS) on a maximum of two separate, external servers. Each external server is configured as **Central Controller Side A Preferred** or **Central Controller Side B Preferred**.

For more information about retention, 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>.



Important

The External HDS must be able to connect to the Packaged CCE Side A and Side B ESXi hosts.

Refer to the *Virtualization for Unified Contact Center Enterprise* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html for the requirements for the external HDS server.

Follow this sequence of tasks to install an external HDS.

Sequence	Task
1	Install Microsoft Windows Server
2	Install Antivirus Software
3	Install Microsoft SQL Server
4	Install Cisco Unified Contact Center Enterprise

Sequence	Task
5	Configure SQL Server for CCE Components
6	Configure the database drive for the amount of data you want to keep. See Configure Database Drive
7	Create an HDS Database for the External HDS, on page 2
8	Configure the External HDS , on page 2
9	Configure Unified Intelligence Center SQL User Account on the External HDS, on page 3
10	Configure Unified Intelligence Center Data Sources for External AW-HDS-DDSHDS
11	If you have an IPv6 enabled deployment, configure a Forward lookup AAAA record for the External HDS in DNS. See Configure DNS for IPv6

Create an HDS Database for the External HDS

Create the HDS database using ICMDBA.

Procedure

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- Step 1** Open **Cisco Unified CCE Tools > ICMdba**.
 - Step 2** Expand the instance tree view until you can see the database under Administration & Data Server.
 - Step 3** Select **Administration & Data Server**.
 - Step 4** From the menu, select **Database > Create**. Click **Add**.
 - Step 5** Click the **Data** radio button, select the second disk drive, and enter the desired HDS size. Click **OK**.
 - Step 6** Click the **Log** radio button, select the second disk drive, and enter the desired log size. Click **OK**.
 - Step 7** Click **Create**.
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Configure the External HDS

Procedure

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- Step 1** Open **Unified CCE Web Setup**.
 - Step 2** Choose **Component Management > Administration & Data Servers**. Click **Add**.
 - Step 3** On the Deployment page, choose the current instance.
 - Step 4** On the Add Administration & Data Servers page, configure as follows:
 - a) Click **Enterprise**.
 - b) Click **Small to Medium Deployment Size**.

- c) Click **Next**.
- Step 5** On the Server Role in a Small to Medium Deployment page, choose the option **Administration Server Real-time and Historical Data Server, and Detail Data Server (AW-HDS-DDS)**. Click **Next**.
- Step 6** On the Administration & Data Servers Connectivity page:
- Click the radio button for **Primary Administration & Data Server**.
 - In the **Secondary Administration & Data Server* field, enter the hostname for the server.
 - In the **Primary Administration & Data Server* field, enter the hostname for the server.
 - In the **Primary/Secondary Pair (Site) Name* field, enter **CCE-AW-1** for the first External HDS or **CCE-AW-2** for the second External HDS.
 - Click **Next**.
- Step 7** On the Database and Options page, configure as follows:
- In the **Create Database(s) on Drive** field, choose **C**.
 - DO NOT click the **Agent Re-skilling** web tool. Packaged CCE does not support this tool. Supervisors reskill agents using the Agent tool in Unified CCE Administration.
 - Click **Internet script editor**.
 - Click **Next**.
- Step 8** On the Central Controller Connectivity page, configure as follows:
- For Router Side A, enter the IP Address of the Unified CCE Rogger A.
 - For Router Side B, enter the IP Address of the Unified CCE Rogger B.
 - For Logger Side A, enter the IP Address of the Unified CCE Rogger A.
 - For Logger Side B, enter the IP Address of the Unified CCE Rogger B.
 - Enter the Central Controller Domain Name.
 - Click **Central Controller Side A Preferred** or **Central Controller Side B Preferred**.
 - Click **Next**.
- Step 9** Review the Summary page, and then click **Finish**.

Configure Unified Intelligence Center SQL User Account on the External HDS

Procedure

- Step 1** Launch Microsoft SQL Server Management Studio .
- Step 2** Navigate to **Security > Logins**, right-click **Logins** and select **New Login**.
This login is used when you configure the data sources for Cisco Unified Intelligence Center reporting.
- Step 3** On the General Screen:
- Enter the Login Name.
 - Select **SQL Server authentication**.
 - Enter and confirm the Password.
 - Uncheck **Enforce password policy**.

Step 4 Click **User Mapping**.

- a) Check the databases associated with the AWdb.
- b) Choose each database and associate it with the **db_datareader** and **public** role, and click **OK**.

Step 5 Click **OK**.