

# Checkmate

Business Intelligence  
for Intelligent Business

**Realtime Online - Realtime Online Dashboards**

**Pre / Post Installation System Configuration**

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Document Version History			
Date	Change(s)	Document Version	Software Version
22/09/2009	Created	1.0	5.0.0

## Table of Contents

1	Introduction .....	4
2	Realtime Online Dashboards System Configuration Pre Installation .....	5
2.1	If Installing for Cisco Unified Contact Center Enterprise .....	5
2.2	If Installing for Cisco Unified Contact Center Express .....	6
2.3	If Installing for Nortel Contact Center .....	7
3	Realtime Online Dashboards System Configuration Post Installation .....	8
3.1	If Installing for Nortel Contact Center .....	8
4	Troubleshooting & Support .....	9
4.1	Troubleshooting .....	9
4.1.1	Statistics are not updating in Dashboard Pages .....	9
4.2	Contacting Support .....	11

# 1 Introduction

Realtime Online (hence forth referred to as RTOL) is a web based solution comprising of up to six functional components that enable the distribution of both static and dynamic business critical information to individuals, teams or the entire enterprise using Microsoft® Internet Explorer® sessions and / or Cisco IP telephone devices.

The functional components that can be combined for any particular instance of RTOL are optional and dependent upon the licence that is applied. However, directly after installation, you are provided with a 15 day trial licence that allows you to sample all six functional components but with a limit of only ten devices and configuration of only one data connection. The 15 day demo licence should provide you with enough time to assess each component before committing to those that you want to continue to use.

The following functional components can be combined within RTOL:

- *Realtime Online Dashboards*  
Display static / dynamic business data on Microsoft® Internet Explorer® sessions and / or Cisco IP telephone devices.
- *Broadcast Message Manager Text Paging*  
Send text messages to Microsoft® Internet Explorer® sessions and / or Cisco IP telephone devices.
- *Broadcast Message Manager Tannoy & Paging*  
Send audio messages to Cisco IP telephone devices.
- *Cisco Screen Pop*  
Show a screen pop of caller information on the display of Cisco IP telephone devices as the device start to ring.
- *Cisco Presence Display*  
Show the status of a user on the display of their Cisco IP telephone device. All internal callers who dial the device are notified of the status that has been set (i.e. explaining why the call is not being answered).
- *Cisco Agent Status*  
Show the Ready / Not Ready status of a user on the display of their Cisco IP telephone device.

This document has been provided to assist you whilst configuring your systems to work with the Realtime Online Dashboards functional component of RTOL.

## 2 Realtime Online Dashboards System Configuration Pre Installation

Only complete the following configuration steps if you are installing the Realtime Online Dashboards functional component.

*Tip - If you have already completed the steps in preparation for installing an alternative Realtime Online functional component then simply skip to the next applicable step.*

### 2.1 If Installing for Cisco Unified Contact Center Enterprise

The following prerequisite configuration steps must be completed if you are installing Realtime Online Dashboards against a Cisco Unified Contact Center Enterprise platform.

- 1) The Windows® administrator account username and password on the Realtime Online server must match exactly that of a Windows® administrator account on the Cisco Unified Contact Center Enterprise (formerly Cisco IPCC Enterprise) server. Additionally the Windows® administrator accounts must have full administrative rights.
- 2) To enable access to the Cisco Unified Communications Manager (formerly CallManager) administration pages from the Realtime Online server you must ensure that the required version of the Java 2 Platform, Standard Edition (J2SE) Runtime Environment is installed.
- 3) The Cisco Unified Contact Center Enterprise (formerly Cisco IPCC Enterprise) CTI server IP addresses and port numbers are required during the quick start configuration to enable Realtime Online to connect to the historical and real time feeds of the Cisco Unified Contact Center Enterprise server, these are typically called:
  - Cisco CTI Server Peripheral Gateway 'A'
  - Cisco CTI Server Peripheral Gateway 'B'

## 2.2 If Installing for Cisco Unified Contact Center Express

The following additional prerequisite steps must be completed if you are installing Realtime Online against a Cisco Unified Contact Center Express platform.

- 1) The Windows® administrator account username and password on the Realtime Online server must match exactly that of a Windows® administrator account on the Cisco Unified Contact Center Express (formerly Cisco IPCC Express) server. Additionally the Windows® administrator accounts must have full administrative rights.
- 2) To enable access the Cisco Unified Communications Manager (formerly CallManager) administration pages from the Realtime Online server you must ensure that the required version of the Java 2 Platform, Standard Edition (J2SE) Runtime Environment is installed.
- 3) To ensure that real time data is provided from the Cisco Unified Contact Center Express you will have to enable real time snapshot writing configuration for wallboards. This can be achieved by following the steps outlined below.
  - a. Log into the Cisco Unified Contact Center Express administration pages.
  - b. Select the **Tools** menu.
  - c. Select the **Real Time Snapshot Config** sub-menu.

The screenshot shows the 'Real Time Snapshot Writing Configuration for Wallboard' page in the Cisco Unified Contact Center Express Administration console. The page has a yellow background and contains the following configuration options:

- Data Writing Enable:** A checked checkbox.
- Data Writing Interval:** A dropdown menu set to '5' with the unit 'in seconds'.
- Cisco Unified CCX CSQs Summary:** A checked checkbox.
- Cisco Unified CCX System Summary:** A checked checkbox.
- Wallboard System:** A section with three input fields: 'Server Name', 'Administrator User Id', and 'Password'.
- At the bottom of the section are two buttons: 'Update' and 'Clear'.

- d. Ensure that the **Data Writing Enable** checkbox is ticked.
- e. Ensure that the **Data Writing Interval** drop-down list is set to an interval of 5 seconds.
- f. Ensure that the **Cisco Unified CCX CSQs Summary** checkbox is ticked.
- g. Ensure that the **Cisco Unified CCX System Summary** checkbox is ticked.
- h. Click the **Update** button to save the changes.

## **2.3 If Installing for Nortel Contact Center**

The following additional prerequisite steps must be completed if you are installing Realtime Online against a Nortel Contact Center platform.

- 1) Install and configure the Sybase ODBC Drivers as provided with the Nortel Contact Center software on the Realtime Online server to allow an ODBC data connection to be made to the Nortel Contact Center SCCS\_Historic data source.

## **3 Realtime Online Dashboards System Configuration Post Installation**

### **3.1 If Installing for Nortel Contact Center**

Only complete the following configuration steps if you have already installed the Realtime Online Dashboards functional component against a Nortel Contact Center (formerly Symposium) platform.

- 1) Add the AbrgSCCS service (..\Program Files\Checkmate\Realtime Online\abrgscs.exe) as an exception to your firewall to allow communication with the Nortel Contact Center (formerly Symposium) real time database.

## 4 Troubleshooting & Support

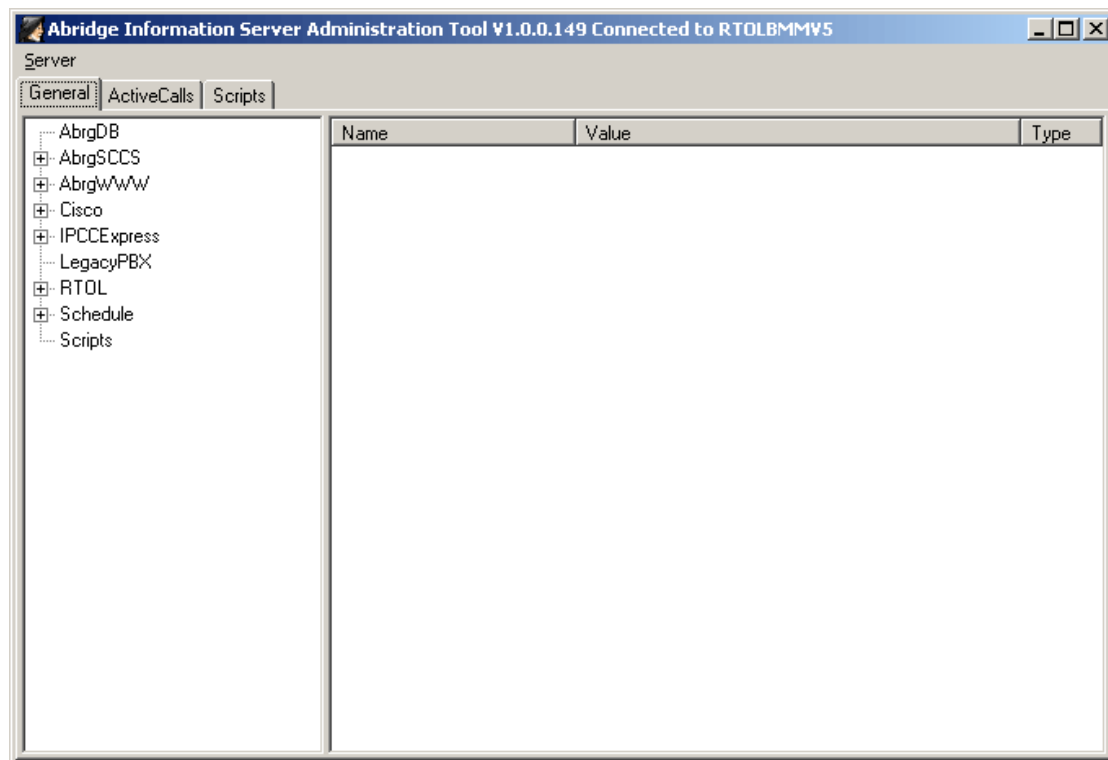
### 4.1 Troubleshooting

This troubleshooting section enables you to try and fix commonly encountered issues.

#### 4.1.1 Statistics are not updating in Dashboard Pages

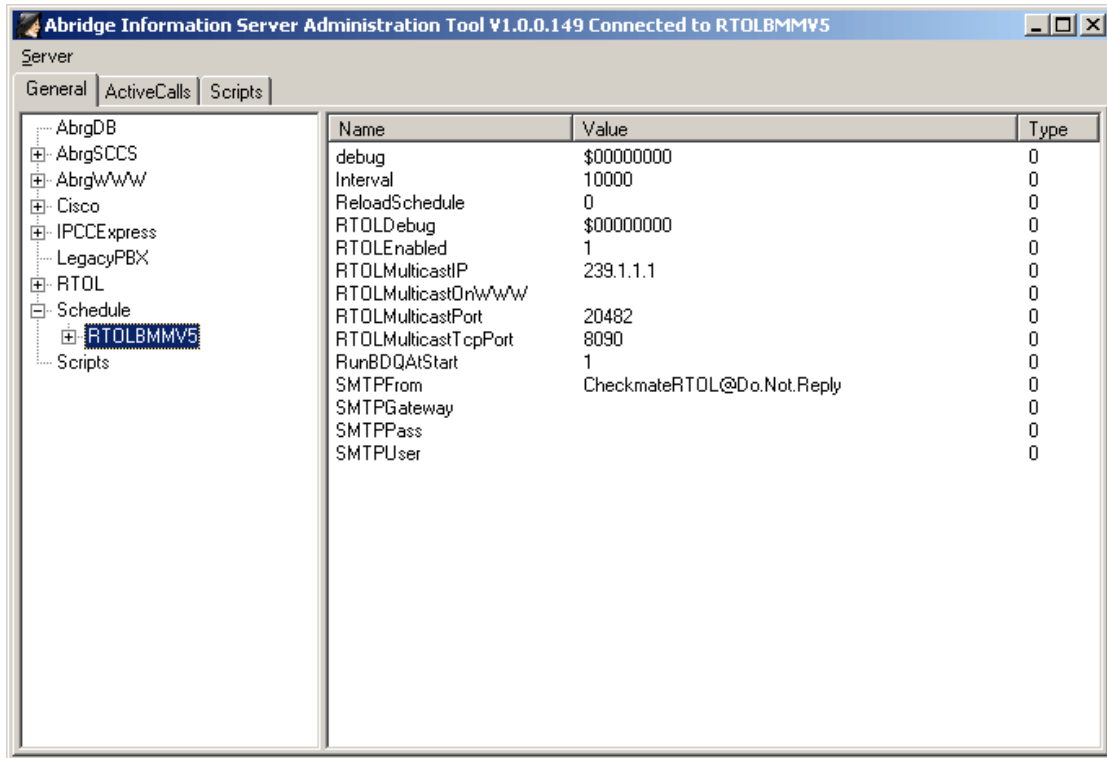
If the statistics that you have included in your dashboard pages are not updating try the following self troubleshooting to fix the issue.

- 1) Connect to your Realtime Online server environment.
- 2) Open a Windows Explorer and browse to ..\Program Files\Checkmate\RTOL.
- 3) Double-click the **CTI\_Info\_Admin.exe** application to launch the Abridge Information Server Administration Tool diagnostic tool.

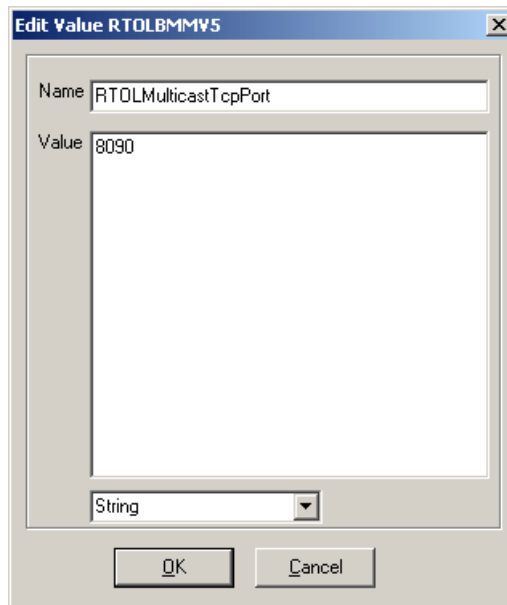


- 4) Click the **General** tab to select it.
- 5) Expand the **Schedule** node in the tree view displayed within the General tab (i.e. click the + to the left of the **Schedule** node in the tree view).
- 6) If there is a Mobile2049 sub-node directly beneath the Schedule node right-click on the **Mobile2049** node and select **Delete** from the context sensitive menu.

There should now only be one sub-node named after your Realtime Online server. Click on the sub-node named after your Realtime Online server, the right hand panel populates with appropriate properties.



- 7) The RTOLMulticastTcpPort field should be configured to have a value of 8090. If this is not the case double-click the **RTOLMulticastTcpPort** field to edit it. An *Edit Value* dialog is displayed.




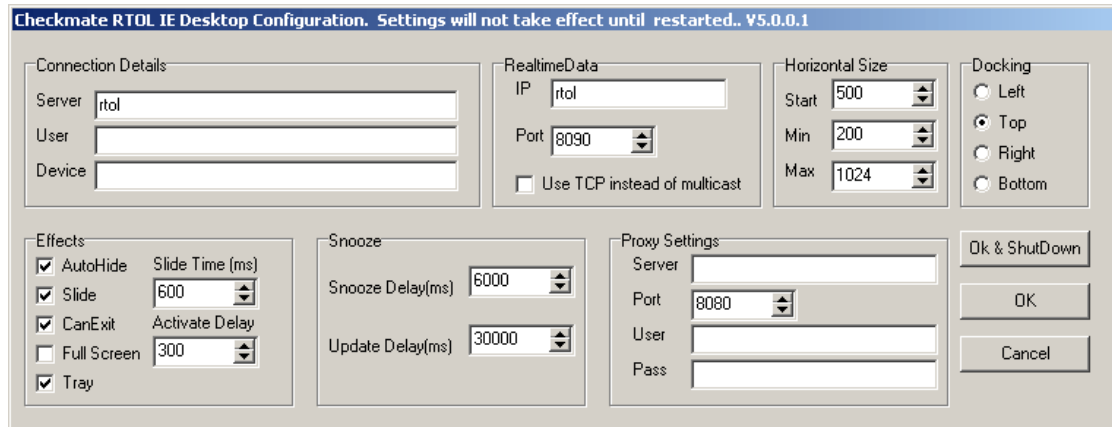
Ensure that the **Value** field is set to **8090** and then click the **OK** button.

- 8) Reboot your Realtime Online server to ensure that this setting is applied.

Once the Realtime Online server returns check to see whether the statistics displayed within your dashboard pages are updating. If they are still not updating double check that the Realtime Online desktop client configuration settings are correct as follows:

- 9) Double click the **RTOLDesktop.exe** desktop icon. The desktop client will launch.

- 10) Once the desktop client is running either use the key combination of **<Ctrl + S>** to access the configuration dialog, or, right-click the system tray icon, , and select **Settings**.
- 11) The *Checkmate RTOL IE Desktop Configuration* dialog is displayed. Modify the configuration of the Desktop client to match the screenshot below.



- 12) Click the **OK & Shutdown** button to apply the changes.
- 13) Double click the **RTOLDesktop.exe** desktop icon. The desktop client will launch.

Check to see whether the statistics displayed within your dashboard pages are updating. If they are still not updating please contact Checkmate support for assistance.

## 4.2 Contacting Support

Should you require assistance please contact the Checkmate support team who will be happy to help.

The support team can be reached...

- ...by telephone, using the numbers 0870 220 4033 if calling from the United Kingdom, or 1 866 243 1700 if calling from the United States of America.
- ...by e-mail using the address [support@checkmate.com](mailto:support@checkmate.com).

Our normal operating hours are 08.30 to 17.30 (GMT), Monday to Friday.