Packaged CCE and MRA Configuration

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Introduction

This page provides configuration information for Cisco Packaged Contact Center Enterprise (Packaged CCE) and Mobile and Remote Access (MRA).

Cisco Unified Communications MRA is a core part of the Cisco Collaboration Edge Architecture. It allows endpoints such as Cisco IP Phone 7800 and 8800 Series, Cisco DX Series, and Cisco Jabber to have their registration, call control, provisioning, messaging, and presence services provided by Cisco Unified Communications Manager (Unified CM) when the endpoint is not within the enterprise network. Cisco Expressway provides secure firewall traversal and lineside support for Unified CM registrations.

The intended audience should be able to perform system-level configuration of Cisco Collaboration components and deployments and be familiar with Cisco Collaboration products.

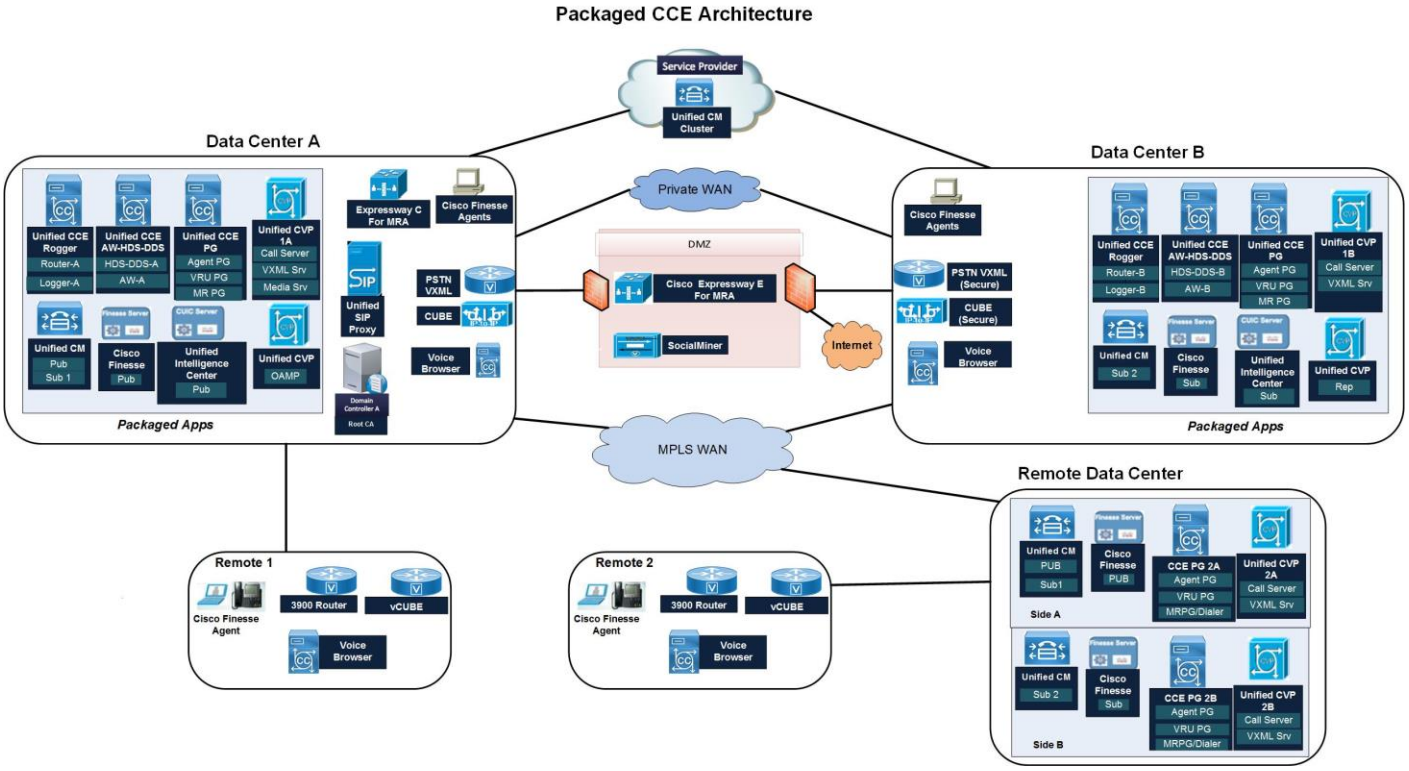
The configuration information is based primarily on system testing performed in the 11.6(1) Packaged CCE test bed during Cisco Collaboration Systems Release 12.0(1).

Design

For information on design considerations and guidelines for deploying Packaged CCE, see: https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html.

Topologies

This section provides information about the Packaged CCE deployment. In the test bed, various components were tested.



Component Deployment

The software versions used for testing:

- Unified CVP: CVP11.6(1) Build=248
- Unified CM: 12.0.0.99833-3
- Unified CCE: 11.6.1 Build 545
- PSTN IOS: c3900-universalk9-mz.SSA.157-2.0g.M
- Cisco Finesse: 11.6.0.99000-255
- Cisco Jabber: 11.9.o Build 52361
- Cisco TelePresence Video Communication Server (VCS): X8.10Alpha3

Call Flow Diagram

Configuration

This section provides the high-level tasks and related information for configuring Packaged CCE and MRA.

The following table provides this information:

- Configuration Tasks: List of high-level configuration tasks
- System Test Specifics: System test variations from procedures and settings documented in the product documentation.
- More Information: Links to product documentation for detailed configuration information related to the high-level tasks.

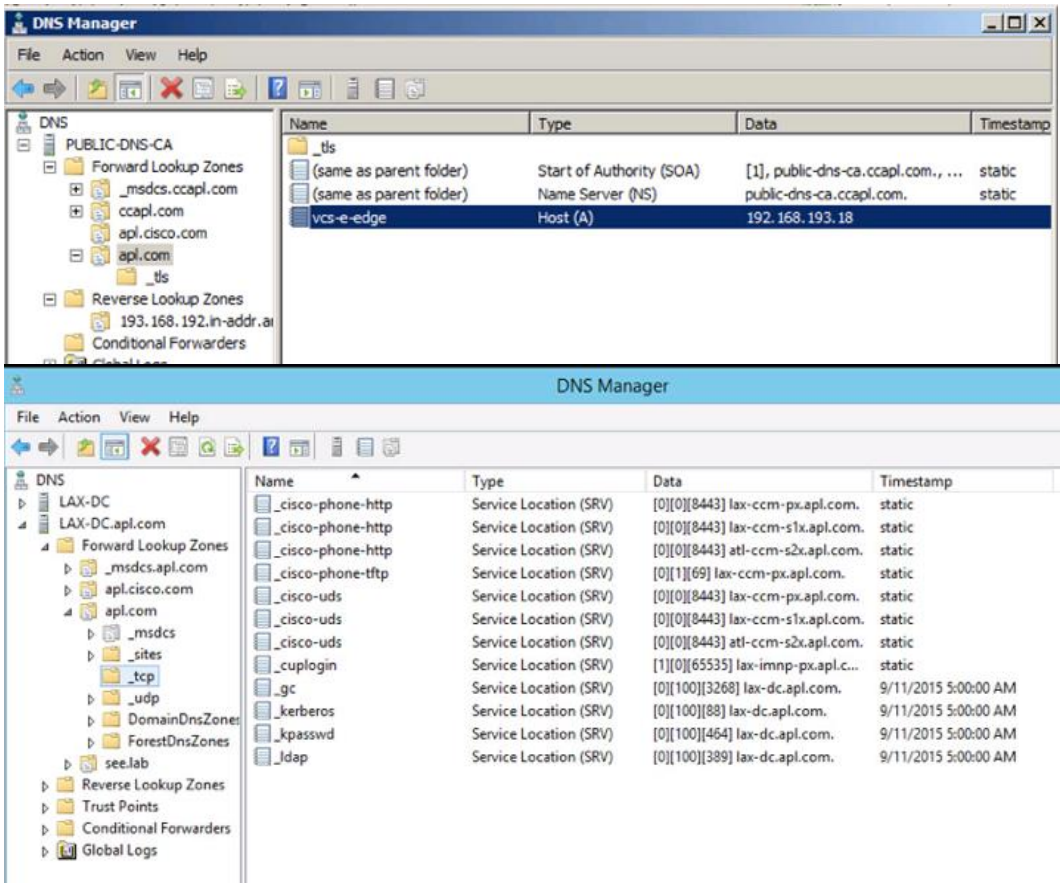
Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Packaged CCE and MRA Configuration

Configuration Tasks	System Test Specifics	More Information

Configuration Tasks	System Test Specifics	More Information

1. Configure the Cisco VCS for MRA.	■ See test bed configuration details in figure below.
	■ Both internal and external domain used in the configuration is apl.com.
	■ All certificates are generated from windows Root CA (https://10.8.2.200/certsrv).
	■ The following configuration scenarios were tested:
	  ■ Remote agent with two client machines–one running Jabber with MRA and the other with Cisco Finesse desktop connected over VPN.
	  ■ Remote agent with Jabber on mobile phone over MRA and client laptop running Cisco Finesse desktop connected over VPN.
	  ■ Remote agent with Jabber soft phone on laptop connected through MRA and Cisco Finesse desktop running as a Xenapp thin client.
		See *Configure Mobile and Remote Access through Expressway/VCS in a Multi-Domain Deployment*



Known Issues and Defects

There is one known issue related to Packaged CCE and MRA:

- CSCve68106 - Conference failing with Jabber in MRA mode

Related Documentation

- For related installation and configuration information, see:
  - https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html

Documentation Changes

Table 2. Documentation Changes

Date	Change
August 20, 2018	In the Configuration section, added configuration scenarios that were tested.