配置UCCE 12.0(X)本地授权

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简介

本文档介绍在Unified Contact Center Enterprise(CCE)组件中删除管理授权的microsoft active directory(AD)依赖项所需的步骤。

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先决条件

要求

Cisco 建议您了解以下主题:

- Cisco Unified Contact Center Enterprise
- Microsoft Active Directory

使用的组件

本文档中使用的信息基于UCCE解决方案12.0(1)版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解任何步骤的潜在影响。

背景信息

UCCE 12.X版本为本地管理服务器(AW)上的本地用户组提供用户成员权限,允许用户将授权移出 Active Directory(AD)。 这由注册表**ADSecurityGroupUpdate**控制,该注册表默认启用并避免使用 Microsoft AD安全组来控制用户访问权限以执行设置和配置任务。

ew Favorites Help				
	^	Name	Туре	Data
4 🏭 AW		ab (Default)	REG_SZ	(value not set)
- 🎉 DCClient		ADSecurityGroupUpdate	REG_DWORD	0x00000000 (0)
þ-🌽 DMP		AWConfiguration	REG_DWORD	0x00000001 (1)
þ - 🌽 EMS		# AWType	REG_DWORD	0x00000000 (0)
þ- 🕌 EMT		BlendedAgentSupport	REG_DWORD	0x00000000 (0)
b ICM Configure		ConfigOnlyAW	REG_DWORD	0x00000000 (0)
- ICM Monitor		DeploymentSize	REG_DWORD	0x00000000 (0)
p - Keal limeClient		Drive	REG_SZ	с
p-j oposecc		ICRRoot	REG_SZ	C:\icm\rtpsl\aw
Currentversion		# I imitUserAssociation8vInstance	REG DWORD	0x00000000 (0)

注意:如果企业希望选择先前的行为,ADSecurityGroupUpdate标志可更改为1,允许更新到 Active Directory(AD)

要将授权移出AD,需要在每台AW服务器计算机上执行一次性任务来授予UcceConfig组所需的权限 ,本文档旨在展示配置这些权限所需的步骤以及如何将域用户映射为CCE配置和设置组的一部分的 示例。

配置

要在本地AW服务器中授予UcceConfig组权限,需执行两个步骤:首先,在注册表级别提供权限 ,然后,将权限传递到文件夹级别。

步骤1.配置注册表权限

- 1. 运行regedit.exe实用程序。
- 2. 选择HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\WinSock2。
- 3. 在"权限"(Permissions)选项卡下的"安全"(Security)**选项卡中**,选择"UcceConfig"(UcceConfig)组 ,然**后选中"允许完全控制"(Allow for the Full Control**)选项。



 Winmgmt WinNat WinRM Winsock 		
AND SERVER	Expand New Find Delete	nvices\WinSoc
File and Stor Services	Rename Export Permissions	
Security Group or user nam Reflectorearray Reflectorearray Reflectorearray Reflectorearray Reflectorearray Reflectorearray	es: COLEXY ALCOROLOGIC Content COLEXY ALCOROLOGIC Content W/HDS-24-Users) III Add	Remove
Permissions for Uc Full Control Read Special permiss	coeConfig Allow	Deny
For special permis click: Advanced.	sions or advanced settings.	Advanced

1

4.重复上述步骤,为注册机构授予UcceConfig组完全控制权

- Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems,公司\ICM
- Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco Systems,公司\ICM

步骤2.配置文件夹权限

1.在Windows资源管理器中,选择C:\icm and go to Properties。

2.在"安全"选项卡中,选**择UcceConfig**并选**中"允许完全控制"**选项。

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CErts Cisco icm	: Utils		- 1	General Shar Object name: Group or user	ing Security Pre	vious Versions	Customize
ir N	Open Open in new window			SYSTEM	OROWNER		
P P P T	Share with Restore previous versions Include in library Pin to Start	•		C To change pe	emissions, click Ed	Allow	Edt Den
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3.选择"确定"以保存更改。

4.重复上述步骤,为C:\Temp folder授予UcceConfig组完全控制权。

在完成第0天初步配置后,请查看有关如何将域用户提升为具有配置和设置权限的步骤。

步骤3:域用户配置

1.在AD中创建域用户,因为本练习testconfig1用户已创建。

 i syed i UCCE ForeignSecurityPrincipal: Managed Service Accour Users 	 FAC1HCSLoggerBLOGGER1B Pradeep serviceAccount sup-001 sup002 sup003 TestConfig LestConfig UserUsit Group user001 	User User User User User User User Security Group User		-
	🚨 user001	User		
	🚨 user002	User		v
III >	< C	ш	>	•

2.使用域adim或本地管理员帐户登录AW服务器。

3.在配置管理器中,通过用户列表工具添加用户并检查配置选项。



在12.0版本之前,此更改将更新域中实例组织单位(OU)下的配置安全组,但是,在12.0版本中,默 认行为是它不将该用户添加到AD组。如图所示,域ICM配置安全组中没有此用户的更新。

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	Members:	Members:					
& fac1_hcs_Service	Name	Active Directory Domain Services Folder					
	advanced12k	HCS12KDC.ICM/Users					
	ConfigUser	HCS12KDC.ICM/Domain Controllers/Cisco_ICM/					
	Stac1_Config	HCS12KDC.ICM/Domain Controllers/Cisco_ICM/					
	Stac1_hcs_Set	HCS12KDC.ICM/Domain Controllers/Cisco_ICM/					
	ise12knew cc	HCS12KDC.ICM/Users					
	iseuser12k cc	HCS12KDC.ICM/Users					
	iseuseroce C	HCS12KDC.ICM/Users					
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4.在AW服务器的"计算机管理"**>"本地用户和组">"组"下,选择**UcceConfig并将testconfig1用户添加 到该服务器中。

File Action View Help	Computer Management
Computer Management (Local System Tools Data Task Scheduler Data Scheduler Disk Management Disk M	Description op Users Members in this group are grante gement Members of this group can acces Supports file replication in a dom Users are prevented from making daters Frame SQLBro Members of this group have acce UserSN Members in the group have the re UserSN Members in the group have the re SQLBro Members in the group have the re UserSN Members in the group have the re QLServ Members in the group have the re QLUser Members in the group have the re AgentU Members in the group have the re
C m y controlop	

5.从计算机注销,并使用testconfig1用户的凭据登录。由于此用户具有配置权限,因此它将能够运行CCE配置工具,如Configuration Manager、脚本或Internet脚本编辑器。

6.但是,如果用户尝试执行任何需要设置权限的任务,将失败。

本示例展示testconfig1用户更改外围网关(pg)配置的情况,系统使用警告消息限制更改。



7.如果企业要求此用户具有设置权限和配置,则必须确保该用户已添加到AW服务器本地管理员组。

8.要实现此目的,请使用域或本地管理员权限帐户登录AW服务器,并通过计算机管理>**本地用户和** 组>组选择组,然后在管理员中将用户添加到用户。

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File Action View Help						
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Event Viewer	and eactop operators	Backup C	Administrators Proper	ties	More Actions	•
Shared Folders	E Certificate Service DC	Member	Seneral		dministrators	
a 🔊 Local Users and Groups	Reptographic Operat	Member			More Actions	
Users	Distributed COM Users	Member	Administrators		more Actions	
Groups	😹 Event Log Readers	Member				
di Desica Manapar	Suests Guests	Guests ha				
4 Ba Storage	Hyper-V Administrators	Member	Description: Administrators have complete a	nd unvestricted access		
h 44 Windows Server Backup	😹 IIS_IUSRS	Built-in g	to the computer/domain			
Ent Disk Management	Network Configuratio	Member	Members:			
b B Services and Applications	Performance Log Users	Members	Administrator			
	Performance Monitor	Members	R BORA Domain Admins			
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9.在通过用户列表工具的配置管理器中,选择用户并检查设置选项。

÷		User List		Ŀ
Select filter data Customer Feature control set Optional Filter None v Serve	CAll> CAll> Condition Value (Case Sensitive) Condition Value (Case Sensitive) Cancel filter changes	Athbutes Domain name User : User name Description	BORA.COM Select Directory User	~
User Name In anubhati2@bora.com Itestcorfig1@BOHA.co	Displaying 1 - 2 of 2	Permissions : Customer Feature control set	All Customers (None> (Unrestricted access to tools) NOTE:	× ×
		Configuration Read only Setup	Based on registry settings the Configuration and Setup check boxes will include the user as a member of one or both of the ICM Security groups (in the local Domain where the User List Tool is executed). See the User List Tool Help for more details.	

10.用户现在可以访问该AW服务器中CCE应用的所有资源并进行所需的更改。

验证

验证过程实际上是配置过程的一部分。

故障排除

目前没有针对此配置的故障排除信息。