Enterprise Chat and Email Browser Settings Guide, Release 12.6(1)

For Unified Contact Center Enterprise

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Enterprise Chat and Email Browser Settings Guide: For Unified Contact Center Enterprise. November 2, 2022

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Contents

Welcome to Enterprise Chat and Email, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for chat and email interaction management, it is the backbone of many innovative contact centers and customer service organizations.

About This Guide

Enterprise Chat and Email Browser Settings Guide helps you set up your web browser, and Java for Enterprise Chat and Email (ECE). Users must configure their desktops according to the procedures described in this guide before logging in to the system.

> **Important:** **Agents always access the Agent Console through Finesse. Tasks listed in this guide do not need to be performed on agent desktops.**

Related Documents

The latest versions of all Cisco documentation can be found online at https://www.cisco.com

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise (PCCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/enterprise-chat-email-12-0-1/model.html

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Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis, or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or, text that must be typed by the user.
`Monospace`	A file name or command. Or, text that must be typed by the user.
Variable	User-specific text, provided by the user.

Document conventions

Configuring Your Browser

You can use a 32-bit or 64-bit version of Internet Explorer to access the ECE application.

This section describes the procedures for configuring the web browser. It includes:

- ▶
- ▶

> **Important:** **Agents always access the Agent Console through Finesse. These tasks do not need to be performed on agent desktops.**


Configuring Microsoft Edge

Configuring Internet Explorer Mode

Internet Explorer (IE) mode must be enabled in Microsoft Edge to allow access to consoles other than the Agent Desktop. Additionally, the URLs used to access the application must also be added to the list of sites to be accessed in IE mode.

To configure your browser for ECE:

1. Open Microsoft Edge.

2. In the dropdown menu, select the **Settings** button.

3. From the settings menu, select **Default browser**.

4. In the **Allow sites to be reloaded in Internet Explorer mode (IE mode)** field, select Allow from the dropdown.
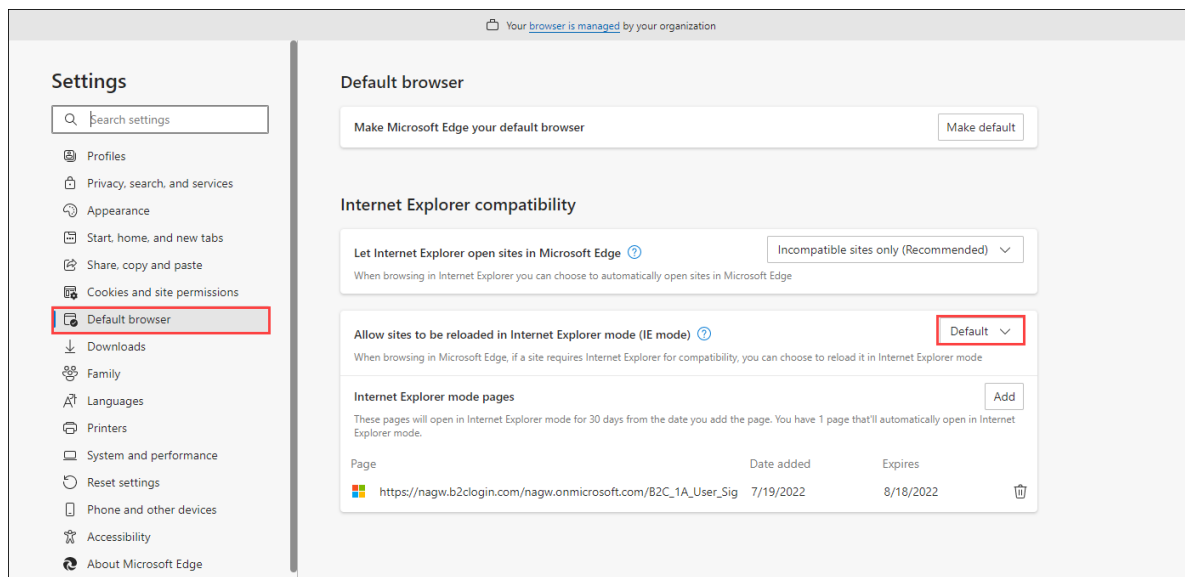
5. After the browser has restarted, in the **Internet Explorer** mode pages field, click the **Add** button.

6. In the window that appears, enter the following URLs and click the **Add** button for each entry:

   ○ **Host URL:** The URL is typically in the following format: `http://`*Web_Server_Name or Load_Balancer_Name*`/`. For example, `http://fqdn.cisco.cloud/`

   ○ **Login page URL:** The URL is typically in the following format: `http://`*Web_Server_Name or Load_Balancer_Name*`/system/web/view/common/login/root.jsp.` For example, `http://fqdn.cisco.cloud/system/web/view/common/login/root.jsp`

   ○ **Monitor poage URL:** The URL is typically in the following format: `http://`*Web_Server_Name or Load_Balancer_Name*`/system/web/apps/monitor/#monitor/`. For example `http://fqdn.cisco.cloud/system/web/apps/monitor/#monitor/.`
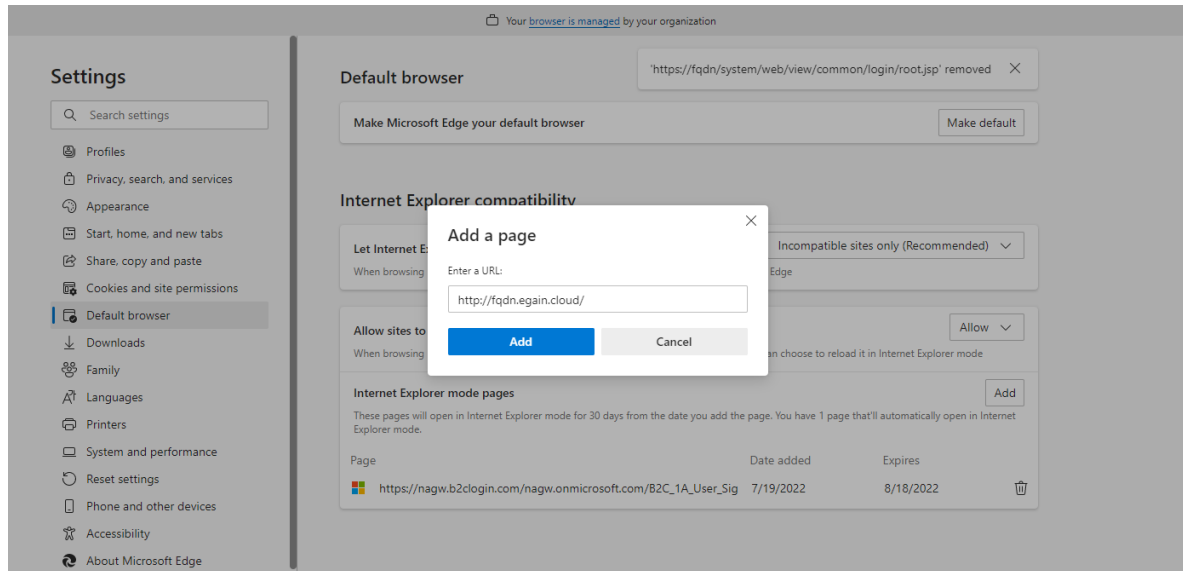
7. If single sign-on has been enabled, enter the SSO login page URL and click the **Add** button. The URL is typically in the following format: `http://`*Web_Server_Name or Load_Balancer_Name*`/system/SAML/SSO/POST.controller.` For example, `http://fqdn.cisco.cloud/system/SAML/SSO/POST.controller.`

> **Important:** If you intend to access the Advisor Desktop in Edge and a different console in Edge in IE mode (i.e. Knowledge Base Console) on the same desktop, the SSO login URL must be removed from this list. For more details, go here.

8. Click the **Restart** button.

Configuring Neutral Sites

If single sign-on has been enabled, the following URLs must be added to the neutral sites list via the Microsoft Edge Enterprise Mode Site List tool or directly uploading the site list XML. For more details about configuring neutral sites for Microsoft Edge, go here.

▸ `/system/SAML/SSO/`

▸ `/system/web/view/knowledge/`

▸ `/system/web/view/platform/common/search/`

▸ `/system/web/apps/monitor/#monitor/`

If there is still an issue accessing the application and various consoles, additional sites might need to be added to the list of neutral sites for Microsoft Edge. If there are any issues accessing a console, ensure the following URLs are added for the console.

Console	URL
Administrator Console	/system/SAML/SSO/
	/system/web/view/platform/common/search/
	/system/web/view/social/jsp/configure.jsp
	/system/web/view/platform/admin/toolbar.htm
	/system/help/en/us/administration/start.htm
	/system/web/view/platform/admin/authentication/restdata.html
	/system/web/view/mail/admin/account/showauthcode.jsp
	/system/web/view/platform/admin/property.jsp
Agent Console	/system/web/apps/messages/
	/system/web/apps/search/
	/system/web/view/platform/agent/info/ticket/printactivitydetails.jsp
	/system/web/apps/interaction/#activity/<ACTIVITY ID>
	/system/web/apps/interaction/#case/<CASE ID>
	/system/web/apps/interaction/#customer/<CUSTOMER ID>
	/system/web/view/platform/report/showagentreport.jsp
	/system/help/en/us/agent/start.htm
	/system/web/apps/monitor/#monitor/<MONITOR ID>
Chat Customer Console	/system/web/controller/platform/admin/security/masking/importexport/importexportpatterns.jsp
	/system/web/controller/platform/admin/security/xss/importexport/importexportsanitizer.jsp
	/system/web/view/social/jsp/ajax/getconnectors.jsp
	/system/web/view/live/admin/entrypoint/selecttemplateset.jsp
	/system/web/view/live/admin/entrypoint/selectarticle.jsp
	/system/help/en/us/administration/chat_entry_create_transcript.htm
	/system/web/view/platform/common/messaging/intaddress.html
	/system/web/view/live/admin/entrypoint/selecttemplateset.jsp
	/system/web/apps/agent/#unblock

| Console	URL
Knowledge Base Console	/system/web/view/knowledge/author/importExport/exportFileDownload.jsp
	/system/web/view/knowledge/author/importExport/importProcessStatus.jsp
	/system/help/en/us/knowledgebase/start.htm
	/system/web/view/knowledge/property.jsp
	/system/web/view/platform/common/search/exporttocsv.jsp
	/system/web/view/knowledge/toolbar.jsp
	/system/web/view/knowledge/explorer.jsp

Configuring Cookie Settings

To configure cookie setting for the browser:

1. Open Microsoft Edge.

2. In the dropdown menu, select the **Settings** button.

3. From the settings menu, select **Cookies and site permissions**.
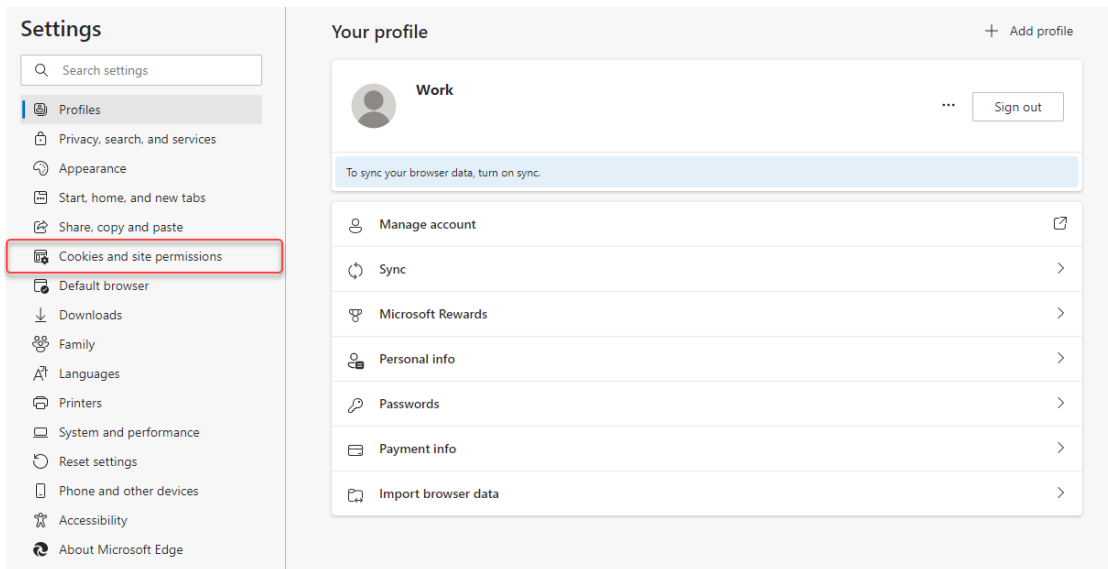
4. In the Cookies and Data Stored section, select **Manage and delete cookies and site data**.

5. In the **Allow sites to save and read cookie data (recommended)** field, use the toggle button to allow sites to save and read cookie data.
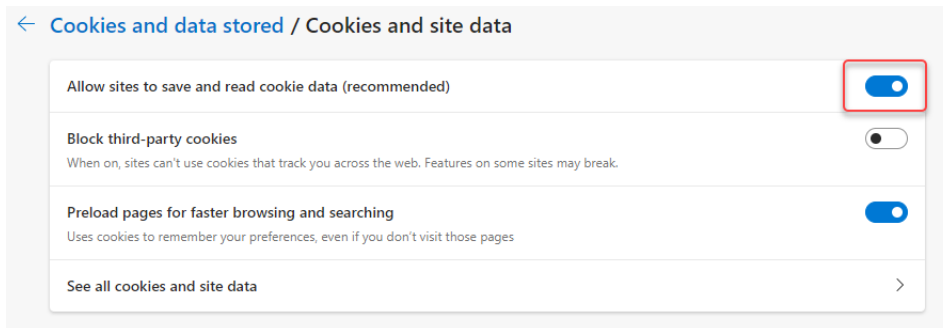
6. Cookie sharing must be enabled with the following cookie added to the site list of shared cookies:

   `<shared-cookie name="X-egain-session" domain=".egain.cloud"`

   For more details about enabling cookie sharing, go here.

Configuring Pop-Up Blockers

▷ If you use external pop-up blockers such as those available in the Google and Yahoo toolbars, configure them to allow pop-up windows for your ECE installation URL.

Configuring Java on Your Desktop

> **Important:** Java needs to installed only on user desktops that will be used for administering Workflows (from the Administration Console).

From the user desktop, ensure that the supported version of Java 1.8 is being used. For the list of supported versions, see the *System Requirements for Enterprise Chat and Email*.

For 64-bit browser, you must have the 64-bit JRE enabled on your system. If you are using a 32-bit browser, you must have the 32-bit JRE (x86) enabled on your system. In 64-bit Operating Systems, the Java Control Panel does not display 32-bit versions of JRE. Follow the steps on page 11 to ensure that you have the correct 32-bit JRE version.

To configure Java on your desktop:

1. Close all open browsers.

2. Go to **Start > Control Panel**.

3. Double-click **Java**.

4. In the Java Control Panel window, go to the Java tab and click the **View** button.

5.   In the Java Runtime Environment Settings window, verify that the supported version of Java 1.8 is enabled.
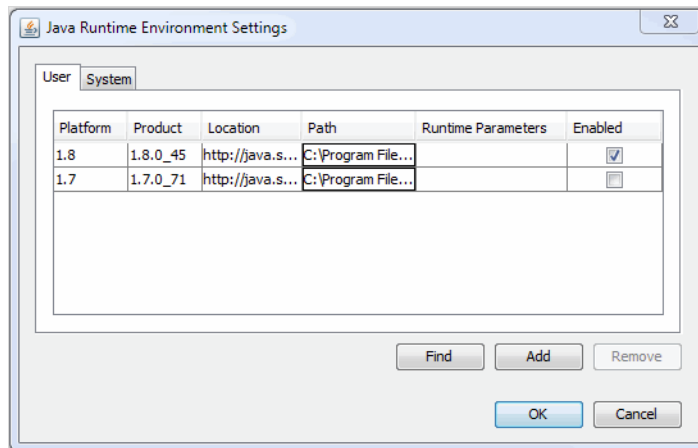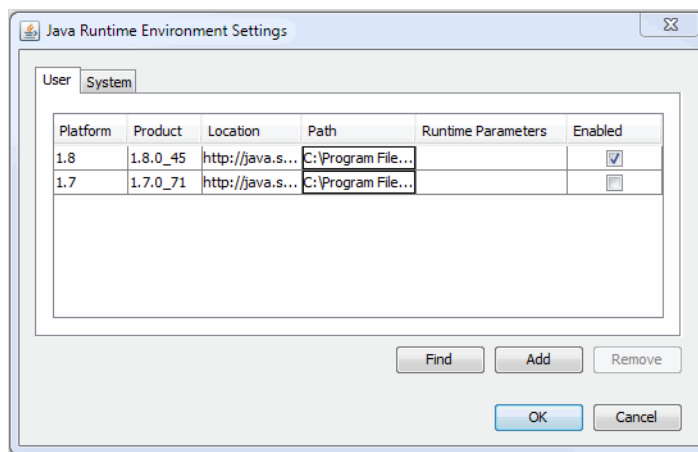

Verify that the correct version of Java is enabled

6.   Click **OK** to close the window.

To configure Java on desktops that have 32-bit Internet Explorer browsers installed on 64-bit Operating Systems:

1.   Close all open browsers.

2.   Go to **C:\Program Files (x86)\Java\jre1.8.0_45\bin**.

3.   Double-click **javacpl.exe**.

4.   In the Java Control Panel window, go to the Java tab and click the **View** button.

5.   In the Java Runtime Settings window that opens, verify that the supported version of Java 1.8 is enabled.

Verify that the correct version of Java is enabled

6.   Click **OK** to close the window.

Logging In

The application allows administrators to log in to the application using the same user account from different browser sessions and desktops.

To log in to the business partition from your browser window:

1. Type the URL provided by your system administrator in the browser. The URL is typically in the following format: `https://`*Web_Server_Name or Load_Balancer_Name/Partition_Name.*

2. Click the section where you want to go. Options are:
   - ❍ Management and Authoring Consoles
   - ❍ Services and Hosts

3. In the Login window, type your user name and password.

4. Click the **Log In** button.