Install Cisco Prime Collaboration Assurance

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Download Cisco Prime Collaboration Assurance

Cisco Prime Collaboration Assurance images are provided on the eDelivery site when the product is purchased, and on the Cisco.com support software download site for patches and service packs. For those with a service subscription, such as Cisco Unified Communications Software Subscription (UCSS)/ Cisco Prime Product Assured Software Subscription (PASS) that are recently replaced by Cisco Software Support Service (SWSS), download your major upgrades from the Product Upgrade Tool (PUT).

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Important Download the OVA file on a machine where the vSphere Client is installed. To ensure that the downloaded OVA file is not corrupt, verify if the Message Digest 5 (MD5) checksum of the OVA file matches with the value in the download site. To view the MD5 checksum of the OVA file available in Cisco.com support software download site, hover your mouse pointer on the filename.

To install only Cisco Prime Collaboration Assurance, download the Cisco Prime Collaboration Assurance OVA file based on the number of endpoints that you want to manage.

You can configure the Cisco Prime Collaboration Assurance and Analytics application for the following types of deployment models:

- Cisco Prime Collaboration Assurance and Analytics OVA for a small deployment - For up to 3000 endpoints (which can include up to 100 Cisco TelePresence systems only).

- Cisco Prime Collaboration Assurance and Analytics OVA for a medium deployment - For up to 20,000 endpoints (which can include up to 1,000 Cisco TelePresence systems only).

- Cisco Prime Collaboration Assurance and Analytics OVA for a large deployment - For up to 80,000 endpoints (which can include up to 6,000 Cisco TelePresence systems only).

- Cisco Prime Collaboration Assurance and Analytics OVA for a MSP very large deployment - For up to 150,000 endpoints (which can include up to 6,000 Cisco TelePresence systems only).

> **Note** Cisco Prime Collaboration Analytics is supported for this model in the Cisco Prime Collaboration Assurance 11.5 and later versions.

- Cisco Prime Collaboration Assurance and Analytics OVA for a Enterprise very large deployment - For up to 150,000 endpoints (which can include up to 6,000 Cisco TelePresence systems only).

> **Note** To scale up your deployment model in order to manage more endpoints, run a tuning script. For more information on the tuning script for Cisco Prime Collaboration Assurance, see Upgrade Cisco Prime Collaboration Assurance deployment model.

You must have a valid Cisco.com user account to download the files.

User Accounts

For Cisco Prime Collaboration, specify various passwords at different instances.

- globaladmin—Superuser who can access the Cisco Prime Collaboration Assurance User Interface.

- globaladmin password—Password that you enter when you configure your virtual appliance for a standalone application, see Deploy and Configure Cisco Prime Collaboration Assurance. You are also required to specify this password when you log in to the User Interface, see the Password Rules for globaladmin section.

- CLI Admin username—admin, by default. However, you can specify the username of your choice.

- CLI Admin password—Password for the Secure Shell (SSH) CLI admin. This password is used to log in to CLI to check the application status and perform back up and restore, see the Password Rules for CLI admin section.

  CLI is supported only through SSH;telnet is not supported. You can log in through SSH using port 26 for Cisco Prime Collaboration Assurance.

Password Rules for the globaladmin

Follow these guidelines when you are making up passwords for a globaladmin:

- Must contain at least one lowercase letter, uppercase letter, number, and special character (exclamation(!), at(@), hash(#), dollar($), asterisk(*), coma(,), full stop(.))
- Cannot repeat a character in the password more than three times.

- Cannot contain non-ASCII characters such as minus(-), percent(%), plus(+), ampersand(&) , or a space.

- Cannot be Cisco or ocsic or any variant by changing the capitalization of letters, or by substituting 1, exclamation(!), Or pipe(|) for i, zero(0) for o, dollar($) for s.

- Cannot be the same as the username, or the username reversed.

- Must be between 8 and 80 characters.

- Cannot end with colon(:), asterisk(*), coma(,), semicolon(;), equal(=), or hash(#).

Password Rules for the CLI admin

Follow these guidelines when you are making up passwords for a CLI administrator:

- Minimum password length must be six characters.

- No character in the password must be repeated more than three times.

- Must contain at least one lowercase letter, uppercase letter, and number.

- Must not be same as the username itself.

Note Cisco Unified Communication Manager release 9.x and later are supported in the Standard mode.

Installation Prompts

We recommend that you know the values for the following parameters before configuring the virtual appliance:

- IP address—IP address of the virtual appliance

- IP default netmask—default subnet mask for the IP address

- IP default gateway—IP address of the default gateway

- Default DNS domain—Default domain name

- Primary nameserver—Primary name server. You may add the name server. To configure several name servers, enter **y**.

- Primary NTP server[time.nist.gov]—Primary NTP server. To enter a secondary NTP server, enter **y** at the next prompt.

  Note To configure a tertiary NTP server enter **y** at the next prompt after you specify a secondary NTP server. Cisco Prime Collaboration supports three NTP servers.

- Time zone—Time stamp that is displayed on the User Interface is the server time. By default, the configured time zone is UTC. For a list of supported time zones, see Supported Time zones for Prime Collaboration.

- Username—CLI administrator username. The username is admin, by default. However, you can specify the username of your choice.

- Password—CLI administrator password. This password is used to log in to CLI to check the application status and to perform a backup and restore.

- IPv6 configuration—If you want to configure IPv6 when prompted, enter **Y**, and then enter the IPv6 address and route to proceed. If not, you can proceed with the installation by providing your inputs for the next prompt.

• globaladmin password—Password for the "globaladmin" user.

Note CDR reports work only when both **PCA** and **CUCM** are in the same domain.

Deploy and Configure Cisco Prime Collaboration Assurance

Prerequisites

Ensure that the requirements listed in Installation Requirements and System Requirements have been met.

If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines—database and application. Reserve two IP addresses in advance for the database and application server, since the IP address of application server is required while installing database server and database server IP address is required while installing the application server. You must install database server before installing application server.

Note We recommend you to not to stop or start services in the Cisco Prime Collaboration Analytics database server.

Based on the OVA that you have downloaded, you can deploy Cisco Prime Collaboration Assurance as follows:

- Deploy Small, Medium, and Large Cisco Prime Collaboration Assurance OVA, on page 4

- Deploy Very Large Cisco Prime Collaboration Assurance OVA, on page 6

After you install the Cisco Prime Collaboration Assurance OVA, you can configure the Cisco Prime Collaboration Assurance virtual appliance as follows:

- Configure Small, Medium, and Large Cisco Prime Collaboration Assurance OVA, on page 5

- Configure Very Large Cisco Prime Collaboration Assurance OVA File, on page 7

Deploy Small, Medium, and Large Cisco Prime Collaboration Assurance OVA

Step 1 Launch VMware vSphere Client and choose **File > Deploy OVF Template**.

Step 2 Click **Browse** and navigate to the location where you saved the Cisco Prime Collaboration Assurance OVA file. Click **Next**.

Step 3 In the **OVF Template Details** window, verify the details about the OVA file, including the product name, version, and size, and then click **Next.**

Step 4 Click **Accept** to accept the end-user license agreement. Click **Next**.

Step 5 In the **Name** window, specify a name for the template that you are deploying. The name must be unique within the inventory folder and can contain up to 80 characters. In the **Inventory Location** window, select the folder where you want to deploy the file, and click **Next**.

Step 6 In the **Disk Format** window, select **Thick provisioned format** to store on the virtual disks, and then click **Next**.

In case of multiple networks during Cisco Prime Collaboration Assurance OVA deployment, ensure that the virtual machine network you select belongs to Cisco Prime Collaboration and is reachable.

Step 7 Verify the options in the **Ready to Complete** window, and then click **Finish** to start the deployment.

The deployment takes about 30 minutes to complete. Check the progress bar in the **Deploying Virtual Appliance** window to monitor the task status.

Step 8 Click **Close**.

The virtual appliance that you deployed appears in the left pane of the vSphere Client, under the host.

As a part of the next process, follow Configure Small, Medium, and Large Cisco Prime Collaboration Assurance OVA, on page 5.

Configure Small, Medium, and Large Cisco Prime Collaboration Assurance OVA

Step 1 Right-click the virtual appliance and choose **Power > Power ON** to start the virtual machine.

Step 2 In the virtual appliance console, *enter* **setup** at the localhost login prompt.

Step 3 Enter the required parameters at the console prompts. After entering each parameter, press **Enter** to bring up the next parameter, see Installation Prompts. For the Installation Mode prompt, enter **1** to select Standard Prime Collaboration Assurance, or enter **2** to select Advanced Prime Collaboration Assurance Evaluation. The Default value is 1.

The virtual machine reboots.

Note Time zone—The time stamp that is displayed on the user interface is the server time. By default, the configured time zone is UTC. For a list of supported time zones, see Supported Time zones for Prime Collaboration.

Step 4 If you have selected the Advanced Prime Collaboration Assurance Evaluation option, you can select either the Enterprise mode or Managed Service Provider (MSP) mode of deployment. Enter **E** to deploy Cisco Prime Collaboration Assurance in the Enterprise mode or **M** to deploy in the MSP mode.

Each mode provides a different customer view option.

For more information on Cisco Prime Collaboration 11.0, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information on Cisco Prime Collaboration 11.1, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information on Cisco Prime Collaboration 11.5, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information in Cisco Prime Collaboration 11.6, see the "Overview of Cisco Prime Collaboration Assurance" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.

Note If you have selected the Standard Prime Collaboration Assurance option, it is directly deployed in the Enterprise mode.

Step 5 After you finish the installation (when you see the login prompt in the console), wait for approximately 20 minutes for the Cisco Prime Collaboration Assurance processes to be listed on the console.

Step 6   Log in to the Cisco Prime Collaboration Assurance server to verify the installation. See Verify the Cisco Prime Collaboration Assurance Standard and Advanced installation.

Deploy Very Large Cisco Prime Collaboration Assurance OVA

Step 1   Launch your VMware vSphere Client and choose **File > Deploy OVF Template**.

Step 2   Click **Browse** and navigate to the location where you saved the Cisco Prime Collaboration Assurance OVA file. Click **Next**.

Step 3   In the **OVF Template Details** window, verify the details about the OVA file, including the product name, version, and size, and then click **Next**.

Step 4   Click **Accept** to accept the end-user license agreement. Click **Next**.

Step 5   In the **Name** window, specify a name for the template that you are deploying. The name must be unique within the inventory folder and can contain up to 80 characters. In the **Inventory Location** window, select the folder where you want to deploy the file, and then click **Next**.

Step 6   If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - database and application. Reserve two IP address in advance for database and application server, since IP address of application server is required while installing database server and database server IP address is required while installing application server.

Configure the database server before you configure the application server.

To configure the database server:

a)   In the **Host / Cluster** window, select the Host or Cluster on which you want to run the deployed template, and then click **Next**.

b)   In the **Storage** window, select a destination for the virtual machine files, and then click **Next**.

c)   In the **Disk Format** window, select the **Thick Provision Lazy Zeroed format** to store on the virtual disks, and then click **Next**.

In case of multiple networks during Cisco Prime Collaboration Assurance OVA deployment, ensure that the virtual machine network you select belongs to Cisco Prime Collaboration and is reachable.

d)   Verify the options in the **Ready to Complete** window, and then click **Finish** to start the deployment.

The deployment takes about 30 minutes to complete. Check the progress bar in the **Deploying Virtual Appliance** window to monitor the task status.

e)   Click **Close**. The virtual appliance that you deployed appears in the left pane of the vSphere Client, under the host.

f)   (Optional) Before you proceed with configuring Cisco Prime Collaboration Assurance, right-click the database server and select **Edit Settings** to change the server configurations. The recommended CPU for database server configuration is 8 and Memory is 16 GB.

Note   If you reduce the CPU to 8, from the default value of 24, reduce the corresponding CPU Reservation frequency to 16 Ghz from the default value of 48 Ghz.

To configure the application server:

a)   In the **Disk Format** window, select the Thick Provision Lazy Zeroed format to store on the virtual disks, and then click **Next**.

In case of multiple networks during Cisco Prime Collaboration Assurance OVA deployment, ensure that the virtual machine network you select belongs to Cisco Prime Collaboration and is reachable.

b) On the Network Mapping page, select a network and then click **Next**.

c) Verify the options in the **Ready to Complete** window, and then click **Finish** to start the deployment.

The deployment takes about 30 minutes to complete. Check the progress bar in the **Deploying Virtual Appliance** window to monitor the task status.

d) Click **Close**. The virtual appliance that you deployed appears in the left pane of the vSphere Client, under the host.

As a part of the next process, follow Configure Very Large Cisco Prime Collaboration Assurance OVA File, on page 7.

Configure Very Large Cisco Prime Collaboration Assurance OVA File

Step 1   Right-click the virtual appliance and choose **Power** > **Power ON** to start the virtual machine.

Step 2   In the virtual appliance console, *enter* `setup` at the localhost login prompt.

Step 3   Enter the required parameters at the console prompts. After entering each parameter, press **Enter** to bring up the next parameter, see Installation Prompts. For the Installation Mode prompt, enter **1** to select Standard Cisco Prime Collaboration Assurance, or **2** to select Advanced Cisco Prime Collaboration Assurance Evaluation. The default value is 1.

The virtual machine reboots.

Note	Time zone—The time stamp that is displayed on the user interface is the server time. By default, the configured time zone is UTC. For a list of supported time zones, see Supported Timezones for Prime Collaboration.

Step 4   If you select the Advanced Cisco Prime Collaboration Assurance Evaluation option, you can select either the Enterprise mode or the Managed Service Provider (MSP) mode of deployment. Enter **E** to deploy Cisco Prime Collaboration Assurance in the Enterprise mode or **M** to deploy it in the MSP mode.

Each mode provides a different customer view option.

For more information on Cisco Prime Collaboration 11.0, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information on Cisco Prime Collaboration 11.1, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information on Cisco Prime Collaboration 11.5, see the "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide – Advanced.

For more information in Cisco Prime Collaboration 11.6, see the "Overview of Cisco Prime Collaboration Assurance" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.

Note	If you have selected the Standard Cisco Prime Collaboration Assurance option, it is directly deployed in the Enterprise mode.

Step 5   If you have downloaded a very large OVA deployment model, you are prompted to specify the type of server that must be configured.

Note	You can choose to enable Cisco Prime Collaboration Assurance only or both Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics. If you choose to enable Cisco Prime Collaboration Analytics, deploy the database server before you deploy the application server.

a) Enter **y** and you are prompted to enter application server IP address.

b) Enter application server IP address to complete analytics database server configuration.

c) After the analytics database server configuration, you are prompted to enter the analytics database server IP address.

d) Enter **y** and enter the database server IP address to complete the Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics installation.

> **Note** If you enter **n** in the server configuration prompt, you can install Cisco Prime Collaboration Analytics at a later point in time using the steps displayed at the prompt.

Step 6 After you finish the installation (when you see the login prompt in the console), wait for approximately 20 minutes for the Cisco Prime Collaboration Assurance processes to be listed on the console.

Step 7 Log in to the Cisco Prime Collaboration Assurance server to verify the installation. See Verify the Cisco Prime Collaboration Assurance Standard and Advanced installation.

To enable or disable Cisco Prime Collaboration Analytics 11.0 after the Cisco Prime Collaboration Assurance Advanced installation, see the "Prime Collaboration Analytics Licensing" section of "Overview of Cisco Prime Collaboration Analytics" chapter in Cisco Prime Collaboration Analytics Guide .

To enable or disable Cisco Prime Collaboration Analytics 11.1 after the Cisco Prime Collaboration Assurance Advanced installation, see the "Prime Collaboration Analytics Licensing" chapter in Cisco Prime Collaboration Analytics Guide .

To enable or disable Cisco Prime Collaboration Analytics 11.5 after the Cisco Prime Collaboration Assurance Advanced installation, see the "Prime Collaboration Analytics Licensing" chapter in Cisco Prime Collaboration Analytics Guide .

To enable or disable Cisco Prime Collaboration Analytics 11.6 after the Cisco Prime Collaboration Assurance Advanced installation, see the "Prime Collaboration Analytics Licensing" chapter in Cisco Prime Collaboration Analytics Guide .