Cisco Finesse Installation and Getting Started Guide
Release 8.5(3)

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Preface

Purpose

This guide explains how to install Cisco Finesse Release 8.5(3), and how to perform initial tasks so that agents can sign in to the Finesse desktop.

Audience

This guide is prepared for system engineers and administrators who are responsible for the installation of—and initial access to—Cisco Finesse.

Note: A printed copy of this document might not represent the latest Cisco product information available. To find out whether this guide has been updated for Release 8.5(3), you can locate the document and check the cover date on Cisco.com at this URL: http://www.cisco.com/web/psa/products/index.html.

Click Voice and Unified Communications, then click Customer Collaboration, then click Cisco Unified Contact Center Products, and then click Cisco Finesse.

Organization

In addition to this preface, this guide is arranged as follows:

<table>
<thead>
<tr>
<th>This Chapter</th>
<th>Covers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1, Before You Install</td>
<td>An overview of Cisco Finesse</td>
</tr>
<tr>
<td>(page 5)</td>
<td>A configuration worksheet for gathering information needed for the installation</td>
</tr>
</tbody>
</table>
Related Documentation

- **Cisco Finesse User Guides** are available on Cisco.com and include this installation guide, *Release Notes for Cisco Finesse Release 8.5(3)*, and the *User Guide for the Cisco Finesse Administration and Serviceability Consoles*.
  - Click Voice and Unified Communications, then click Customer Collaboration, then click Cisco Unified Contact Center Products, and then click Cisco Finesse.

- **Finesse Troubleshooting tips** are at this location: [http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse](http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse).

Conventions

This manual uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong> font</td>
<td>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</td>
</tr>
<tr>
<td></td>
<td>• Choose Edit &gt; Find.</td>
</tr>
<tr>
<td>Convention</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td>• Click Finish.</td>
<td></td>
</tr>
</tbody>
</table>

italic font

Italic font is used to indicate the following:

• To introduce a new term. Example: A skill group is a collection of agents who share similar skills.

• For emphasis. Example: Do not use the numerical naming convention.

• A syntax value that the user must replace. Example: IF (condition, true-value, false-value)

• A book title. Example: See the Cisco CRS Installation Guide.

window font

Window font, such as Courier, is used for the following:

• Text as it appears in code or that the window displays. Example: <html><title>Cisco Systems, Inc. </title></html>

< >

Angle brackets are used to indicate the following:

• For arguments where the context does not allow italic, such as ASCII output.

• A character string that the user enters but that does not appear on the window such as a password.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What’s New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:


Subscribe to the What’s New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Documentation Feedback

You can provide comments about this document by sending email to the following address:
We appreciate your comments.
Before You Install

This chapter contains the following topics:

- About the Cisco Finesse Installation, page 5
- Prerequisites and Important Considerations, page 5
- Completing the Configuration Worksheet, page 6

About the Cisco Finesse Installation

Cisco Finesse is installed on a virtual machine as a primary or secondary node. The installation screens refer to the primary node as the first node.

Finesse is installed on the Linux-based Unified Communications Operating System (OS). This system is an appliance model or “closed box” developed by Cisco, which does not support navigation into, or manipulation of, the file system.

Prerequisites and Important Considerations

Before you proceed with the installation, note the following requirements and recommendations:

- You must have access to a server on which you can install a virtual machine (VM) and you must be familiar with VM installation. See http://cisco.com/go/uc-virtualized for information about supported virtual machines and VMware requirements.

- You must download the Finesse Open Virtual Appliance (OVA) template and its README.txt. You deploy this template for the installation.

- You must change the boot order on the VM to boot from the CD ISO image. For more information, see Changing the Boot Order of the Virtual Machine (http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse#Changing_the_Boot_Order_of_the_Virtual_Machine).
- You must have access to a Network Time Protocol (NTP) server.
- You must have a valid hostname and domain.
- You must have a preconfigured default router.
- You must have a preconfigured Domain Name Server (DNS) and have set up forward and reverse DNS.
- The administration database (AWDB) must be configured to use Windows authentication.
- The AWDB must be configured to use a Domain user.
- You must ensure that the port is the same for the primary and backup administration database servers.
- The installation takes about an hour. For most of that time, it can run unattended.
- On the installation configuration screens, note that many values—such as hostnames, user IDs, and passwords—are case-sensitive.
- Much of the installation requires no action on the part of the person who runs it. When user input is required, use the following keyboard navigation and selection actions. (The installation wizard screens do not recognize a mouse or a touchpad.)

**Table 1: Installation Wizard Navigation**

<table>
<thead>
<tr>
<th>To Do This</th>
<th>Press This Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to the next field</td>
<td>Tab</td>
</tr>
<tr>
<td>Move to the previous field</td>
<td>Alt-Tab</td>
</tr>
<tr>
<td>Select an option</td>
<td>Spacebar</td>
</tr>
<tr>
<td>Scroll up or down a list</td>
<td>Up or Down Arrow keys</td>
</tr>
<tr>
<td>Go to the previous screen</td>
<td>Tab to Back and press the Spacebar</td>
</tr>
<tr>
<td>Get information about a screen</td>
<td>Tab to Help and press the Spacebar</td>
</tr>
</tbody>
</table>

**Completing the Configuration Worksheet**

Use this configuration worksheet to record network and password information that the basic installation configuration wizard requires. Store this worksheet information for future reference.

**Table 2: Configuration Worksheet**

<table>
<thead>
<tr>
<th>Configuration Data</th>
<th>Your Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostname</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** The hostname cannot be “local host.” The hostname must be the
<table>
<thead>
<tr>
<th>Configuration Data</th>
<th>Your Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>hostname of the server as registered in the DNS.</td>
<td></td>
</tr>
<tr>
<td>IP Address and Mask</td>
<td></td>
</tr>
<tr>
<td>Gateway (GW) Address</td>
<td></td>
</tr>
<tr>
<td>Primary DNS IP Address</td>
<td></td>
</tr>
<tr>
<td>Secondary DNS IP Address (optional)</td>
<td></td>
</tr>
<tr>
<td>Domain</td>
<td></td>
</tr>
<tr>
<td>Administrator User (page 28) credentials</td>
<td></td>
</tr>
<tr>
<td>Administrator User ID:</td>
<td></td>
</tr>
<tr>
<td>Administrator User Password:</td>
<td></td>
</tr>
<tr>
<td>Timezone</td>
<td></td>
</tr>
<tr>
<td>Certificate Information</td>
<td></td>
</tr>
<tr>
<td>Organization:</td>
<td></td>
</tr>
<tr>
<td>Unit:</td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
<tr>
<td>NTP Server Host Name or IP Address</td>
<td></td>
</tr>
<tr>
<td>NTP Server 1:</td>
<td></td>
</tr>
<tr>
<td>NTP Server 2:</td>
<td></td>
</tr>
<tr>
<td>Database Access Security Password</td>
<td></td>
</tr>
<tr>
<td>Security Password:</td>
<td></td>
</tr>
<tr>
<td>Application User (page 29) credentials</td>
<td></td>
</tr>
<tr>
<td>Application User ID:</td>
<td></td>
</tr>
<tr>
<td>Application User Password:</td>
<td></td>
</tr>
<tr>
<td>Primary CTI Server Hostname or IP Address</td>
<td></td>
</tr>
<tr>
<td>Primary CTI Server Port</td>
<td></td>
</tr>
<tr>
<td>Backup CTI Server Hostname or IP Address</td>
<td></td>
</tr>
<tr>
<td>Backup CTI Server Port</td>
<td></td>
</tr>
<tr>
<td>Peripheral ID (ID of the CallManager PG)</td>
<td></td>
</tr>
<tr>
<td>Primary Admin Workstation Database (AWDB) Hostname or IP Address</td>
<td></td>
</tr>
<tr>
<td>Configuration Data</td>
<td>Your Entry</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Backup Admin Workstation Database (AWDB) Hostname or IP Address</td>
<td></td>
</tr>
<tr>
<td>AWDB Port</td>
<td></td>
</tr>
<tr>
<td>AWDB Domain</td>
<td></td>
</tr>
<tr>
<td>AWDB Name</td>
<td></td>
</tr>
<tr>
<td>Username to access the AWDB</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> This user must be a Domain user.</td>
<td></td>
</tr>
<tr>
<td>Password to access the AWDB</td>
<td></td>
</tr>
<tr>
<td>Hostname or IP address of the secondary Finesse server</td>
<td></td>
</tr>
</tbody>
</table>
Chapter 2

Installation

The installation for Cisco Finesse runs from an ISO image and uses an OVA template.

Note: We strongly recommend that you install Finesse by configuring a DataStore ISO file on the virtual CD/DVD drive of the target VM.

This chapter contains the following topics:

- Obtain the Installation Files, page 9
- Install Cisco Finesse on a Primary Node, page 10
- Install Cisco Finesse on a Secondary Node, page 14

Obtain the Installation Files

To install Finesse, you must first obtain the following files:

- _Finesse_2000_agents_v1.0_vmv7.ova_ file
  
  This file is the VM template file that you must deploy in your installation.

- _Finesse_2000_agents_v1.0_vmv7.ova.README.txt_ file
  
  This file contains the format that is supported by the OVA file, as well as the instructions for importing it and for editing the virtual machine settings.

Select Cisco Finesse from the list of Cisco Unified Contact Center products.

Install Cisco Finesse on a Primary Node

Perform the following steps to install Cisco Finesse on a primary node:

**Step 1**  
Follow the instructions in the OVA README.txt file to import and deploy the OVA, to edit VM settings, and to power on the VM and edit the BIOS settings in the Console.

**Note:** Do not use Thin Provisioning or a VM snapshot when creating a VM to host Cisco Finesse. The use of Thin Provisioning or snapshots can negatively impact the performance of Cisco Finesse operation.

Messages appear while the preinstallation script runs. When the preinstallation script ends, the DVD Found screen opens.

**Step 2**  
Select Yes on the DVD Found screen to begin the verification of the media integrity and a brief hardware check.

If the media check passes, select OK to open the Product Deployment Selection screen. Continue to Step 3.

If the media check fails, the installation terminates.

**Step 3**  
The Product Deployment Selection screen states that the Cisco Finesse product suite will be installed. This screen has only one choice—OK.

Select OK to open the Proceed with Install screen.

**Step 4**  
The Proceed with Install screen shows the version of the product that is currently installed (if any) and the version of the product for this ISO. For the initial installation, the version currently installed shows NONE.

Select Yes on the Proceed with Install screen to open the Platform Installation Wizard screen.

**Step 5**  
On the Platform Installation Wizard screen, select Proceed to open the Basic Install screen.

**Step 6**  
Select Continue at the Basic Install screen to launch the installation wizard.

The Basic Install wizard launches a series of screens that present questions and options pertinent to the platform and the setup configuration. Help is available for each wizard screen.

The first Basic Install wizard screen is Timezone Configuration.

**Step 7**  
On the Timezone Configuration screen:

a. Use the up and down arrows to locate the local time zone that most closely matches your server location. You can also type the initial character of the time zone to move to that item in the list. The Timezone field is based on country and city and is mandatory. Setting it incorrectly can affect system operation.
b. Select **OK** to open the Auto Negotiation Configuration screen.

### Step 8

On the Auto Negotiation Configuration screen, select whether you want to use automatic negotiation for the settings of the Ethernet network interface card (NIC).

<table>
<thead>
<tr>
<th>If</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ethernet NIC attached to your hub or Ethernet switch supports automatic negotiation.</td>
<td>Select <strong>Yes</strong> to open the MTU Configuration screen. Proceed to Step 9.</td>
</tr>
<tr>
<td>You want to disable autonegotiation and specify NIC speed and duplex settings.</td>
<td>Select <strong>No</strong> to open the NIC Speed and Duplex Configuration screen, where you can manually configure the settings as required for your network. Specify the speed of the NIC in megabits per second. Speed options are <strong>10</strong> or <strong>100</strong>. Specify the duplex setting of the server NIC. Options are <strong>Full</strong> or <strong>Half</strong>. Select <strong>OK</strong> to proceed to Step 9.</td>
</tr>
</tbody>
</table>

### Step 9

In the MTU Configuration screen, select **No** to keep the default setting for Maximum Transmission Units (1500).

Your selection of No opens the Static Network Configuration screen.

### Step 10

On the Static Network Configuration screen, enter static network configuration values as follows, referring to the Configuration Worksheet (page 6) if necessary:

a. Enter the **Host Name**.

b. Enter the **IP Address**.

c. Enter the **IP Mask**.

d. Enter the **GW Address**.

e. Select **OK** to open the Domain Name System (DNS) Client Configuration screen.

### Step 11

On the DNS Client Configuration screen, select **Yes** to specify the DNS client information.

**IMPORTANT:** DNS client configuration is **mandatory** for Cisco Finesse. You must select Yes on this screen. If you select No, after the installation is complete, agents will not be able to sign in to the desktop and you will have to reinstall Finesse.

### Step 12

Specify your DNS client information as follows, referring to the Configuration Worksheet (page 6) if necessary:

a. Enter the **Primary DNS** (mandatory).
b. Enter the **Secondary DNS** (optional).

c. Enter the **Domain** (mandatory).

d. Select **OK** to open the Administrator Login Configuration screen.

**Step 13** On the Administrator Login Configuration screen:

a. Enter the credentials for the administrator. See the [FAQ on Accounts and Passwords (page 28)](#) for the permissions and responsibilities of this administrator.

b. Select **OK** to open the Certificate Information screen.

**Step 14** On the Certificate Information screen:

a. Enter data to create your Certificate Signing Request—Organization, Unit, Location, State, and Country.

b. Select **OK** to open the First Node Configuration screen.

**Step 15** On the First Node Configuration screen, select **Yes** to indicate that you are configuring the first node.

Your selection of Yes opens the Network Time Protocol Client Configuration screen.

**Step 16** On the Network Time Protocol Client Configuration screen, enter the IP address, NTP server name, or NTP Server Pool name for at least one external NTP server.

**Note:** You can add up to five external NTP servers. We recommend that you use a minimum of two.

**Step 17** After you complete the NTP configuration, select **OK**. This action opens the Security Configuration screen.

**Step 18** On the Security Configuration screen, enter the Database Access Security password, and then select **OK**.

**Step 19** On the Application User Configuration screen, enter the credentials for the application username.

See the [FAQ on Accounts and Passwords (page 28)](#) for the permissions and responsibilities of the application user.

Select **OK** to open the Platform Configuration Confirmation screen. This screen states that the platform configuration is complete.

**Step 20** On the Platform Configuration Confirmation screen, select **OK**.

The installation begins.

The installation can take up to an hour to complete and can run unattended for most of that time.

During the installation, the monitor shows a series of processes, as follows:
• Formatting progress bars
• Copying File progress bar
• Package Installation progress bars
• Post Install progress bar
• Populate RPM Archive progress bar
• Application Installation progress bars (multiple Component Install screens, security checks)
• An informational screen saying the system will reboot momentarily to continue the installation

If you see the following virtual machine question, select Yes, and then click OK:

![Virtual Machine Message](image)

Figure 1: Virtual Machine Message

• A system reboot

Messages stream down your monitor during the reboot. Some of them prompt you to press a key. Do not respond to these prompts to press a key.

• Application Pre Install progress bars

• Configure and Setup Network progress bars

**Note:** If a Network Connectivity Failure screen appears during the Configure and Setup Network process, click Review, and then click OK at the Errors screen. Follow the prompts to reenter the information that caused the failure. The installation continues when the connection information is complete.

• Security configuration

The installation ends at a login prompt.
You must now complete the postinstallation tasks as described in Chapter 4, *After the Installation (Getting Started)* (page 19).

Your first postinstallation task is to run the command to disable Cisco Security Agent (page 19).

### Install Cisco Finesse on a Secondary Node

The following procedure describes how to install Cisco Finesse on a secondary node.

You must install the version of Finesse on the secondary node that is installed on the primary node. Both nodes must be running the same version.

**Note:** We strongly recommend that you install Finesse by configuring a DataStore ISO file on the virtual CD/DVD drive of the target VM.

Before you perform this procedure, you must complete the following prerequisites:

- Install the primary Finesse server, as described in the procedure *Install Cisco Finesse (page 10)*, and complete the postinstallation tasks.

- Use the Finesse Administration application on the primary Finesse server to configure the secondary Finesse host in the Cluster Settings gadget. For more information, see the section “Cluster Settings” of the *User Guide for the Cisco Finesse Administration and Serviceability Consoles*.

- Ensure that the DNS server has forward and reverse DNS set up for both the primary and secondary node.

**Note:** Finesse administration can only be performed on the primary Finesse server. After you install the secondary server, to perform configuration tasks (such as configuring reason codes, call variable layout, and so forth), you must sign in to the Administration Console on the primary server.

### Step 1

Follow the instructions in the OVA README.txt file to import and deploy the OVA, to edit VM settings, and to power on the VM and edit the BIOS settings in the Console.

Messages appear while the preinstallation script runs. When the preinstallation script ends, the DVD Found screen opens.

### Step 2

Select **Yes** on the DVD Found screen to begin the verification of the media integrity and a brief hardware check.
If the media check passes, select **OK** to open the Product Deployment Selection screen. Continue to Step 3.

If the media check fails, the installation terminates.

### Step 3

The Product Deployment Selection screen states that the Cisco Finesse product suite will be installed. This screen has only one choice—**OK**.

Select **OK** to open the Proceed with Install screen.

### Step 4

The Proceed with Install screen shows the version of the product that is currently installed (if any) and the version of the product for this ISO. For the initial installation, the version currently installed shows NONE.

Select **Yes** on the Proceed with Install screen to open the Platform Installation Wizard screen.

### Step 5

On the Platform Installation Wizard screen, select **Proceed** to open the Basic Install screen.

### Step 6

Select **Continue** on the Basic Install screen to launch the installation wizard.

The Basic Install wizard launches a series of screens that present questions and options pertinent to the platform and the setup configuration. Help is available for each wizard screen.

The first Basic Install wizard screen is Timezone Configuration.

### Step 7

In the Timezone Configuration screen:

a. Use the up and down arrows to locate the local time zone that most closely matches your server location. You can also type the initial character of the time zone to move to that item in the list. The Timezone field is based on country and city and is mandatory. Setting it incorrectly can affect system operation.

b. Select **OK** to open the Auto Negotiation Configuration screen.

### Step 8

On the Auto Negotiation Configuration screen, select whether you want to use automatic negotiation for the settings of the Ethernet network interface card (NIC).

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</tr>
<tr>
<td>You want to disable autonegotiation and specify NIC speed and duplex settings</td>
<td>Select <strong>No</strong> to open the NIC Speed and Duplex Configuration screen, where you can manually configure the settings as required for your network. Specify the speed of the NIC in megabits per second. Speed options are <strong>10</strong> or <strong>100</strong>.</td>
</tr>
<tr>
<td>If</td>
<td>Then</td>
</tr>
<tr>
<td>-------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Specify the duplex setting of the server NIC. Options are Full or Half.</td>
<td>Select OK to proceed to Step 9.</td>
</tr>
</tbody>
</table>

Step 9  
On the MTU Configuration screen, select No to keep the default setting for Maximum Transmission Units (1500).

Your selection of No opens the Static Network Configuration screen.

Step 10  
On the Static Network Configuration screen, enter static network configuration values as follows, referring to the Configuration Worksheet (page 6) if necessary:

a. Enter the Host Name.

b. Enter the IP Address.

c. Enter the IP Mask.

d. Enter the GW Address.

e. Select OK to open the Domain Name System (DNS) Client Configuration screen.

Step 11  
On the DNS Client Configuration screen, select Yes to specify the DNS client information.

IMPORTANT: DNS client configuration is mandatory for Cisco Finesse. You must select Yes on this screen. If you select No, after the installation is complete, agents will not be able to sign in to the desktop and you will have to reinstall Finesse.

Step 12  
Specify your DNS client information as follows, referring to the Configuration Worksheet (page 6) if necessary:

a. Enter the Primary DNS (mandatory).

b. Enter the Secondary DNS (optional).

c. Enter the Domain (mandatory).

d. Select OK to open the Administrator Login Configuration screen.

Step 13  
On the Administrator Login Configuration screen:

a. Enter the credentials for the administrator. See the FAQ on Accounts and Passwords (page 28) for the permissions and responsibilities of this administrator.

b. Select OK to open the Certificate Information screen.

Step 14  
On the Certificate Information screen:

a. Enter data to create your Certificate Signing Request—Organization, Unit, Location, State, and Country.
b. Select **OK** to open the First Node Configuration screen.

**Step 15**
On the First Node Configuration screen, select **No** to indicate that you are configuring the second node.

A warning message appears indicating that you must first configure the server on the first node before you can proceed. If you already configured the first node, select **OK**.

**Step 16**
On the Network Connectivity Test Configuration screen, select **No** to proceed with the installation after connectivity is verified.

**Step 17**
On the First Node Configuration screen, specify the information about the first node as follows:

a. Enter the **Host Name** of the primary Finesse server.

b. Enter the **IP Address** of the primary Finesse server.

c. Enter the **Security Password** of the primary Finesse server.

d. Confirm the **Security Password**.

**Step 18**
Select **OK** to open the Platform Configuration Confirmation screen.

**Step 19**
On the Platform Configuration Confirmation screen, select **OK**.

The installation begins.

The installation can take up to an hour to complete and can run unattended for most of that time.

After the installation is complete, check the replication status to ensure it is functioning correctly. For more information, see Replication (page 26).

**Note:** It can take 10 to 20 minutes to fully establish replication between the two nodes.

Next, you must disable Cisco Security Agent. For more information, see Run the Command to Disable Cisco Security Agent (page 19).
After the Installation (Getting Started)

This chapter contains the following topics:

• Run the Command to Disable Cisco Security Agent, page 19
• Access the Finesse Administration Console to Configure CTI Server and Enterprise Administration Server Settings, page 20
• Access the CLI to Restart Cisco Tomcat, page 21
• Make Sure All Agents Have Passwords, page 21
• Agents Sign In to the Desktop, page 22

Run the Command to Disable Cisco Security Agent

Your first task after a successful installation is to run the command to disable Cisco Security Agent (CSA). CSA prevents certain Finesse operations.

Perform the following steps to disable CSA:

**Step 1**

After the installation, you can access the CLI directly by signing in using the Administrator credentials (page 28) defined during the installation.

For more information, see How Do I Access the CLI (page 23).

**Step 2**

Enter the following command: `utils csa disable`.

You see a message that the system needs to restart, and you are prompted to enter Yes.

**Step 3**

Enter Yes to reboot.
Access the Finesse Administration Console to Configure CTI Server and Enterprise Administration Server Settings

Your second task after a successful install is to configure CTI Server and Contact Center Enterprise Administration Server settings in the Administration Console. For more information about these settings, see the User Guide for the Cisco Finesse Administration and Serviceability Consoles.

Perform the following steps to configure these settings:

**Step 1** Direct your browser to the URL http://hostname or IP address/cfadmin, where hostname or IP address is the hostname or IP address of your primary Finesse server.

**Step 2** Sign in, using the Application User (page 29) credentials.

**Step 3** In the Server Settings area, configure the following settings for the CTI server, referring to the Configuration Worksheet (page 6) if necessary:

a. Primary Host/IP Address

b. Primary Port (You can find this value on the title bar of the CG ctisvr process window.)

c. Peripheral ID (This value is the ID of the CallManager PG.)

d. Backup Host/IP Address

e. Backup Port

**Step 4** Click Submit.

**Step 5** In the Contact Center Enterprise Administration Server Settings area, configure the following settings for the Admin Workstation database (AWDB), referring to the Configuration Worksheet (page 6) if necessary:

a. Primary Host/IP Address

b. Backup Host/IP Address (optional)
c. Port

d. Domain

e. Database Name (This value is the name of the AWDB, typically named `<ucce instance>_awdb`.)

f. Username

g. Password

**Step 6** Click Submit.

**Step 7** Sign out of the Administration Console.

---

**Note:** Finesse does not support SQL authentication for connecting to the AWDB. Finesse requires that the AWDB is configured to use Windows authentication.

---

**Access the CLI to Restart Cisco Tomcat**

Your third task is to restart Cisco Tomcat.

**Step 1** Access the CLI and sign in using the Administrator credentials (page 28) defined during the installation.

For more information, see How Do I Access the CLI (page 23).

**Step 2** Enter the following command: **utils service start Cisco Tomcat**.

**Step 3** You can enter the command **utils service list** to monitor the Cisco Tomcat Service. After Cisco Tomcat changes to STARTED, agents who have passwords can sign in to the desktop.

For more information about stopping and starting services, see Commands Supported for Cisco Finesse (page 24).

---

**Make Sure All Agents Have Passwords**

Agents who do not have a password defined in Unified CCE Configuration Manager cannot sign in to Finesse.

Agent password is an optional field in Unified CCE, but it is mandatory for Cisco Finesse.

For agents who do not have passwords, you must perform the following steps:

**Step 1** Launch Unified CCE Configuration Manager.

**Step 2** Locate the record for the agent (Agent Explorer > Agent tab).
Agents Sign In to the Desktop

After the system administrator has defined configuration settings, disabled CSA, and restarted services, agents who have passwords and operational handsets can sign in to the Finesse Agent Desktop by entering the following URL in their browser:

http://hostname or IP address/

where hostname or IP address is the hostname or IP address of their Finesse server.

Agents must enter their agent ID, password, and extension, and then click Sign In.

*Figure 4: Desktop Sign-In*
Can I Install Cisco Finesse on Something Other Than a Virtual Machine?

Although it is possible to install Cisco Finesse directly on a server, this type of installation is not a supported deployment.

How Do I Access Log Files?

Finess supports CLI commands for collecting log files. See CLI Commands Supported for Cisco Finesse (page 24).

How Do I Access the CLI?

The CLI provides a set of commands applicable to the operating system and to Cisco Finesse. These commands allow basic maintenance and failure recovery and also enable some system administration.
Although Finesse provides access to all Cisco Unified Communications Manager CLIs, many commands are not applicable to Finesse and most have not been validated for Finesse.

You can access the CLI directly, using the monitor and keyboard at the server console or by using SSH:

1. Enter the ID for the Administrator User account (the one created during installation).
2. When prompted, enter the password for the administrator user.

Commands Supported for Cisco Finesse

Finesse supports the following CLI commands and has qualified their use. The commands below will prompt the user to specify a secure FTP server location to which the files will be downloaded.

Log Collection

To obtain logs:

- Install log: `file get install desktop-install.log`

  Use this command to see the installation log after the system is installed.

  This log is written to the SFTP server and stored as a text file written to this path: `<IP Address><date time stamp>install/desktop-install.log`

- Desktop logs: `file get activelog desktop recurs compress`

  Use this command to obtain logs for the Finesse web applications.

  Note: The maximum size of an uncompressed desktop log is 100 MB. Cisco Finesse holds a maximum of 300 desktop logs.

  After a desktop log reaches 100 MB, the log file is compressed and a new log file is generated. Output to the last compressed desktop log wraps to the log file created next. The log file wrap-up duration can vary, based on the number of users on the system.

  Timestamps are placed in the file name of each desktop log.

- Servm log: `file get activelog platform/log/servm*.compress`

  Use this command to obtain logs generated by the platform service manager that manages the starting and stopping of the various Finesse services.

  Note that the desktop and servm logs are compressed to one set of files.

  Compressed logs are stored to the following path on the SFTP server: `<IP address><date time stamp>active_nnn.tgz`, where nnn is timestamp in long format.

- Platform Tomcat logs: `file get activelog tomcat/logs recurs compress`

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Chapter 4: Frequently Asked Questions About the Installation

How Do I Access the CLI?
• VOS install log: `file get install install.log`

**Note:** Log collection may fail when using the compress flag if there are a lot of log files. If collection fails, run the command again without the compress flag.

**Cisco Security Agent**

Run the following command to disable Cisco Security Agent (mandatory): `utils csa disable`

You must run this command at the completion of the installation to disable Cisco Security Agent. CSA prevents some Finesse operations.

**Finesse Services**

To view, start, or stop services:

• To retrieve the status of services: `utils service list`

  This command retrieves a list of all services and their status.

  Services are shown in one of the following states: STOPPED, STARTING, or STARTED.

  STOPPED means the service is not running. STARTING means the service is starting operation and performing any necessary initialization. STARTED means the service has successfully initialized and is operational.

• To start a service: `utils service start service name`

  This command starts the named service.

• To stop a service: `utils service stop service name`

  This command stops the named service.

• To start Cisco Tomcat: `utils service start Cisco Tomcat`

• To stop Cisco Tomcat: `utils service stop Cisco Tomcat`

  **Note:** If a Cisco Finesse service-related problem exists, we recommend a restart of a Finesse service as a last resort. Most service-related problems cannot be corrected by restarting a service. Restarting a Cisco DB is never recommended.

**Upgrade**

Run the following command to install upgrades: `utils system upgrade`

This command allows you to install upgrades and Cisco Option Package (COP) files from both local and remote directories.
Remote Account

Run the following command to enable, disable, create, and check the status of a remote access account: `utils remote_account`

A remote account generates a pass phrase that allows Cisco support personnel to get access to the system for the specified life of the account.

**Commands:**

- `utils remote_account create account life`
  
  `account` is the account name. `life` indicates the life of the account in days.

- `utils remote_account disable`

- `utils remote_account enable`

- `utils remote_account status`

Replication

To check replication status, run the following commands on the primary Finesse server:

- `utils dbreplication status`

  This command runs the replication status check in the background.

- `utils dbreplication runtimestate`

  This command returns the replication status on both the primary and secondary Finesse servers.

- Check the RTMT counter value for replication. If all nodes in the cluster show a replication status of 2, replication is functioning correctly.
If the RTMT counter value for replication status is 2 or 3 for all nodes in the cluster, replication is set up but is out of synch.

- Run the command `utils dbreplication status` and check the output.

- If mismatched rows appear in the output file, run the command `utils dbreplication repair all` from the primary Finesse server.

If any node shows any replication value other than 2 or 3, replication is not set up correctly and you must reset replication for that node.

If the majority of the nodes show a replication value of 0 or 1, run the command `utils dbreplication reset all` from the primary Finesse server.

---

**How Do I Uninstall?**

There is no way to uninstall software in a virtual environment. You can delete the VM and re-add it.

The Finesse server has two partitions: Active and Inactive. When you perform a fresh installation of Finesse, it installs on the Active partition. If a previous version is already installed, the new version overwrites it.

**How Do I Upgrade?**

Cisco Finesse Release 8.5(3) does not support upgrade. This release supports fresh install only.
Ports Used for Cisco Finesse

<table>
<thead>
<tr>
<th>Server or Application Protocol</th>
<th>Server Protocol/Port</th>
<th>Remote Protocol/Port</th>
<th>Remote Device</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Platform Tomcat</td>
<td>TCP 443, 8443</td>
<td>ANY</td>
<td>for example, browser</td>
<td>Secure Port used by Finesse Serviceability Console</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Secure Port used by Finesse Administration Console</td>
</tr>
<tr>
<td>Cisco Platform Tomcat</td>
<td>TCP 80, 8080</td>
<td>ANY</td>
<td>for example, browser</td>
<td>Finesse Web Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Finesse Administration Console</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Finesse Desktop Modules (gadgets)</td>
</tr>
<tr>
<td>Finesse database (JDBC)</td>
<td>TCP 1545</td>
<td>ANY</td>
<td>SQL client (for example, SQuirreL)</td>
<td>Finesse API and Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Openfire</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Foundation used to make JDBC connections with Informix</td>
</tr>
<tr>
<td>Notification Service XMPP</td>
<td>TCP 5222</td>
<td>ANY</td>
<td></td>
<td>XMPP port</td>
</tr>
<tr>
<td>Notification Service BOSH</td>
<td>TCP 7071</td>
<td>ANY</td>
<td></td>
<td>BOSH nonsecure</td>
</tr>
<tr>
<td>Notification Service BOSH secure</td>
<td>TCP 7443</td>
<td>ANY</td>
<td></td>
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<tr>
<td>System Service</td>
<td>UDP 123</td>
<td>ANY</td>
<td></td>
<td>Network time sync</td>
</tr>
</tbody>
</table>

What Accounts and Passwords are Defined During the Installation?

During the installation, you specify three passwords: the Administrator User, the Application User, and the database access security password. All three must start with an alphabetic character, must be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores.

- The **Administrator account**
These are the credentials you enter to access the CLI.

- **The Application User account**

  These are the credentials you enter to access the Cisco Finesse Administration Serviceability interfaces.

- **Security Password**

  Keep a record of this password; you will need to use it if you replace or add a server in the future or if you want to replace the old security password with a new one.

What if the Installation Fails?

If the installation fails, you see a screen asking if you want to copy diagnostic information to a device.

*Figure 6: Installation Failed Screen*

![Installation Failed Screen](image)

In this situation, you must reinstall from the beginning, *but not until you attach a serial port to the VM*. You dump the install logs into the serial port of the VM.

For information about how to attach a serial port and dump the install logs, see the DocWiki page [How to Dump Install Logs to the Serial Port of the Virtual Machine](http://docwiki.cisco.com/wiki/How_to_Dump_Install_Logs_to_the_Serial_Port_of_the_Virtual_Machine).

What Unified CCE Peripheral Gateway Type Is Supported for Finesse?

Cisco Finesse is supported on, and has been tested on, a Call Manager Peripheral Gateway (PG) only.
What Unified CCE Peripheral Gateway Type is Supported for Finesse?

Finesse has not been tested on a System PG. On a System PG, assuming that a Voice Response Unit (VRU) is also set up for queuing, Finesse would receive queuing events meant for the VRU.

With a Call Manager PG, the VRU is on a different peripheral. Finesse does not receive VRU queuing events.
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