



Install Cisco Prime Collaboration Provisioning

- [Download Cisco Prime Collaboration Provisioning, on page 1](#)
- [User Accounts, on page 2](#)
- [Installation Prompts, on page 2](#)
- [Deploy and Configure Cisco Prime Collaboration Provisioning, on page 2](#)

Download Cisco Prime Collaboration Provisioning

Cisco Prime Collaboration images are provided on the eDelivery site and on the [Cisco.com support software download](#) site. You must have an order for an eDelivery or ESW contract.



Important

Download the OVA file on a machine where the vSphere client is installed. To ensure that the downloaded OVA file is not corrupt, you must 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 over the filename.

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

You can configure the Cisco Prime Collaboration Provisioning application for the following types of deployment models:

- Cisco Prime Collaboration Provisioning OVA for a small deployment—For up to 3000 phones
- Cisco Prime Collaboration Provisioning OVA for a medium deployment—For up to 20,000 phones
- Cisco Prime Collaboration Provisioning OVA for a large deployment—For up to 150,000 phones

The OVA file format is `cpc-provisioning-<version number>-<build number>-<deployment type>_SIGNED.ova`; where, the version number is the Cisco Prime Collaboration release number 12.6 and the deployment type is small, medium, or large.

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

See [Setting up Devices for Cisco Prime Collaboration Provisioning](#) for information about setting up the devices in your network for Cisco Prime Collaboration.

User Accounts

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

- **globaladmin**—Special account which can be used to initially access and configure the Cisco Prime Collaboration Provisioning User Interface.
- **globaladmin password**—Password to access Cisco Prime Collaboration Provisioning UI.

In Cisco Prime Collaboration Provisioning, **globaladmin password** is used for the postgres administrator (to perform backup and restore operations).

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
- **Host Name**—Host Name of the virtual appliance
- **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. One NTP server is required during installation to timestamp logs and set the system time initially. Up to four more NTP servers can be added through the Administration settings after installation.



Note To configure a tertiary NTP server, enter **y** at the next prompt after you specify a secondary NTP server. Cisco Prime Collaboration Provisioning supports up to three NTP servers at the time of installation.

- **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 Timezones for Prime Collaboration](#).
- **global admin password**—Password for the global administrator.

Deploy and Configure Cisco Prime Collaboration Provisioning

For small, medium, and large deployment models, you need one virtual machine to install and configure Cisco Prime Collaboration Provisioning. For more information about configuring OVA, refer to [Configure Cisco Prime Collaboration Provisioning OVA, on page 3](#).

After you deploy the Cisco Prime Collaboration Provisioning OVA file, configure the virtual appliance.

Deploy Cisco Prime Collaboration Provisioning OVA

Before You Begin

Ensure that requirements listed in [Installation Requirements](#) and [System Requirements](#) have been met.

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- Step 1** Launch VMware vSphere Client and select **File > Deploy OVF Template**.
- Step 2** In the **Deploy OVF Template** window, click **Deploy** from file.
- Step 3** Click **Browse** and navigate to the location where you have saved the Cisco Prime Collaboration Provisioning OVA file. Click **Next**.
- Step 4** In the **OVF Template Details** window, verify the details about the OVA file, including the product name, version, and the size, and then click **Next**.
- Ensure that the Publisher field in the OVF Template Details window displays Cisco Systems, Inc with a green check mark next to it.
- Step 5** Click **Accept** to accept the end-user license agreement. Click **Next**.
- Step 6** In the **Name and Location** window, specify a name and location for the template that you are deploying. The name must be unique within the inventory folder and can contain up to 80 characters. Click **Next**.
- Step 7** In the **Disk Format** window, select **Thick provisioned format** to store on the virtual disks, and then click **Next**.
- Step 8** 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 9** Click **Close**.
- The virtual appliance that you deployed appears in the left pane of the vSphere Client, under the host.
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Configure Cisco Prime Collaboration Provisioning OVA

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- Step 1** Start the virtual machine by right-clicking the virtual appliance and selecting **Power > Power On**.
- Step 2** In the virtual appliance Console, enter **setup** at the localhost login prompt.
- Step 3** Enter the required parameters at the prompts and press **Enter** to bring up the next parameter. Refer to [Installation Prompts, on page 2](#).
- Step 4** Specify the Prime Collaboration Provisioning version for installation when prompted:
1. Standard Prime Collaboration Provisioning
 2. Advanced Prime Collaboration Provisioning (with 90-day evaluation)
- Enter 1 for the Standard version and 2 for the Advanced version.
- Note** The default installation version is Standard.

Step 5 To install the Standard version, go to Step 10. To install the Advanced version, proceed to the next step.

Step 6 Specify the setup type when prompted:

1. Standalone
2. Distributed

Enter 1 for the Standalone setup and 2 for the Distributed setup.

- Note**
- The default Prime Collaboration Provisioning setup type is Standalone.
 - The distributed setup is available only for a large OVA deployment in Advanced Prime Collaboration Provisioning.
 - The distributed setup allows installation of the Application and the Database Servers on two different servers.
 - Configure the Database Server before the Application Server.
 - Ensure to use the same OVA for both the servers.
 - For snapshot revert in a distributed setup, we recommend you to perform the following steps to avoid inconsistent application behaviour such as Provisioning services not available as expected and blank UI on the Application server:
 1. Revert the snapshot for the database server.
 2. Revert the snapshot for the application server.
 3. Power Off/On the application server instance on the VM and wait for the login page to display in the browser.

Note If **Access Denied** error is displayed, repeat step c.

Step 7 For Standalone setup, go to Step 11. For Distributed setup, proceed to the next step.

Step 8 Select the type of the server:

1. Database Server
2. Application Server

Note Install the Database Server before installing the Application Server.

Enter **1** to configure the current server as the Database Server.

Step 9 Enter the IP address of the Application Server.

The virtual machine reboots.

Step 10 Perform the following steps to configure the Application Server:

- a) Deploy the Application Server. Refer to [Deploy Cisco Prime Collaboration Provisioning OVA, on page 3](#).
- b) Configure the Application Server by following Steps 1 to 3.
- c) Enter **2** to configure the current server as the Application Server.
- d) When prompted, enter the IP address of the database server that is already configured.

The virtual machine reboots.

Step 11 After completing the installation, wait approximately 30 minutes for the Cisco Prime Collaboration Provisioning processes to be listed on the console.

Step 12 Log in to the Application Server to verify the installation. Refer to [Verify Cisco Prime Collaboration Provisioning Installation](#).

Note Your account is locked after three consecutive unsuccessful login attempts. For the root user, the account is automatically unlocked after 10 minutes and for other user accounts after 12 hours.
