Customer Collaboration Platform Installation

Important Considerations Before Installation

Customer Collaboration Platform is installed as an appliance using the Cisco Unified Operating System (Unified OS). The operating system and the Customer Collaboration Platform application are installed together. The installation process is similar to that of the other Unified OS products such as Cisco Unified Communications Manager and Cisco Unified Intelligence Center.

Customer Collaboration Platform operates on the VMware Virtual Machine (VM) on hardware that is running a VMware Host Server. Customer Collaboration Platform currently supports installation of only a single node (as opposed to a High Availability setup with two nodes).

Note　Customer Collaboration Platform does not support the changing of hostname or IP address on any server once they have been set.

By default, access to Customer Collaboration Platform administration user interface is restricted. The administrator can provide access by adding the client's IP address to the allowed list, and deny access by removing the client's IP address from the allowed list.

For more information, see Control Customer Collaboration Platform Application Access, on page 2. This section provides the CLI commands to manage the IP addresses in the allowed list.

Install Customer Collaboration Platform

Perform the following steps to install Customer Collaboration Platform:

Procedure

Step 1　Create a virtual machine using a VMware Open Virtual Format template.

Step 2   Use the respective version specific OVA template for the fresh installation of Customer Collaboration Platform.

> **Note**   Ensure that Cisco Customer Collaboration Platform OVA template is deployed for a successful install. The install stops if no Cisco Customer Collaboration Platform OVA template is found in the deployment.

a)   Go to https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189 and download this template.

The Cisco Customer Collaboration Platform version specific Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the respective Customer Collaboration Platform release version. This OVA contains all supported virtual machine configurations of this release.

Step 3   When deploying the template, select either a large or a small deployment from the drop-down list.

Step 4   Mount the Customer Collaboration Platform DVD or ISO file to the virtual machine and set the virtual machine to boot from the Customer Collaboration Platform DVD. The installation wizard opens. Use Tab to navigate between elements and then press the space bar or the Enter key to select the element and proceed.

Step 5   Perform the media check when prompted.

Step 6   Follow the instructions on the screen and select **Yes** or **Continue**.

Step 7   Use the arrow keys to highlight the correct time zone and then use Tab to navigate to the **OK** button. Press **Enter** to proceed.

Step 8   Provide the network information for Customer Collaboration Platform. You must provide valid hostname with matching IP address. The system confirms that the hostname matches the IP address later in the installation process.

Step 9   Select **Yes** to provide DNS Client Settings for Customer Collaboration Platform. Provide DNS servers and the domain. Select **OK**.

Step 10   Provide an Administrator ID and password. This credentials is for platform (Unified OS) administration.

Step 11   Provide information about your organization. This information generates the security (SSL) certificates for this server.

Step 12   You must provide at least one NTP Server. Enter the NTP host address and select **OK**.

Step 13   Provide a security password.

Step 14   Provide a username and password for the Customer Collaboration Platform administrator. You can import additional Customer Collaboration Platform users from Active Directory after the Customer Collaboration Platform installation is complete.

Step 15   The confirmation window opens. You can select **Back** to change settings or **OK** to complete the installation. Installation can take up to two hours. The server may reboot to complete the installation steps. If you install from an ISO file and see the virtual machine message to "Disconnect anyway (and override the lock)?", select **Yes**.

A sign-in prompt appears on the server console.

Control Customer Collaboration Platform Application Access

By default, access to Customer Collaboration Platform administration user interface is restricted. Administrator can provide access by allowing clients IP addresses and revoke by removing the client's IP from the allowed list. For any modification to the allowed list to take effect, Cisco Tomcat must be restarted.

✎

Note IP address range and subnet masks are not supported.

utils whitelist admin_ui list

This command displays all the allowed IP addresses. This list is used to authorize the source of the incoming requests.

Syntax

utils whitelist admin_ui list

Example

```
admin: utils whitelist admin_ui list

Admin UI whitelist is:
10.232.20.31
10.232.20.32
10.232.20.33
10.232.20.34
```

utils whitelist admin_ui add

This command adds the provided IP address to the allowed list of addresses.

Syntax

utils whitelist admin_ui add

Example

```
admin:utils whitelist admin_ui add 10.232.20.33

Successfully added IP: 10.232.20.33 to the whitelist

Restart Cisco Tomcat for the changes to take effect
```

utils whitelist admin_ui delete

This command deletes the provided IP address from the allowed list.

Syntax

utils whitelist admin_ui delete

Example

```
admin:utils whitelist admin_ui delete 10.232.20.34

Successfully deleted IP: 10.232.20.34 from the whitelist

Restart Cisco Tomcat for the changes to take effect
```