

Installation Preparation

- Installation Scenarios, on page 1
- System Requirements, on page 2
- Important Considerations Before Installation, on page 2
- Preinstallation Tasks, on page 4

Installation Scenarios

Unified CCX installation has the following installation options:

- Standard installation This option allows you to install Unified CCX software from the installation disc.
- Unattended installation This option allows you to use the installation disc and a preconfigured USB disk to install Unified CCX software unattended.
- Virtualization Unified CCX supports installation on a virtual machine.



Note For more information, see the Unified CCX Virtualization related information located at: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html.

Table 1: Installation Scenarios

Installation Scenario	Tasks
Standalone (Single Node) Setup	 Standard Installation: Install Unified CCX from Installation DVD Configure the First Node Unattended Installation: Perform Unattended Installation Using Answer File Generator Configure the First Node

Installation Scenario	Tasks
High Availability (Two Node) Setup	Standard Installation:
	Install Unified CCX from Installation DVD
	Configure the First Node
	Add Second Node
	Install Unified CCX on Second Node
	Configure the Second Node
	Unattended Installation:
	Perform Unattended Installation Using Answer File Generator
	Configure the First Node
	Add Second Node
	Perform Unattended Installation Using Answer File Generator
	Configure the Second Node



You can use the Cisco Prime Collaboration Deployment application also to install your cluster. For more information, see *Cisco Prime Collaboration Deployment Administration Guide*.

System Requirements

For information about system requirements, see the Unified CCX Compatibility related information located at:

https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/ products-device-support-tables-list.html

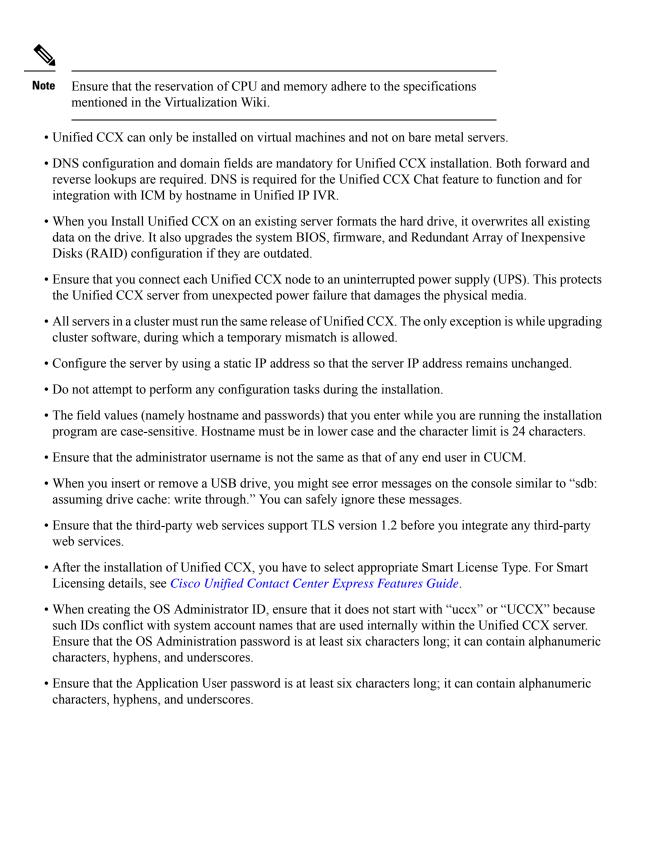


Note For more information about VMware ESXi's that are supported, refer to the *Virtualization for Cisco Unified Contact Center Express*.

Important Considerations Before Installation

Read the following information carefully before you proceed with the installation:

• For 100 agent profile, if you want to deploy Cloud Connect on the BE6000, you must configure 14GB of vRAM. For 400 agent profile, you must use the new OVA for which, you must configure 20GB of vRAM.



Preinstallation Tasks

Procedure

01	If the system time is from an Network Time Protocol (NTP) server (mandatory for VMware deployments), verify that the first node synchronizes with the NTP server before you install a second node.		
	Note	If the first node fails to synchronize with an NTP server, installation of a second node also fails.	
2	If the firewall is in the routing path, disable the firewall between nodes. Increase the firewall timeout settings until you complete the installation.		
3	Record the network interface card (NIC) speed and duplex settings of the switch port to which you will connect the new server.		
94	Enable PortFast on all switch ports that are connected to Cisco servers.		
	Caution	Do not run Network Address Translation (NAT) or Port Address Translation (PAT) between Unified CCX nodes.	
5	If you choose to apply a patch during installation, use a Secure File Transfer Protocol (SFTP) server that is certified by Cisco through the Cisco Technology Developer Partner program (CTDP). For more information about Supported SFTP Servers, see <i>System Requirements</i> section in <i>Cisco Unified Contact Center Express Admin and Operations Guide</i> .		