



## Post-Installation Tasks

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## Configure the First Node

### Before you begin

After a successful installation, perform one of the following:

- If the Cisco Unified Communications Manager (CUCM) cluster is using the self-signed certificate, upload Tomcat certificates from all the nodes of CUCM cluster into the Unified CCX Tomcat trust store. To upload certificates, use the Cisco Unified OS Administration interface (for example, <https://<uccx-hostname>/cmplatform>) or the `set cert import trust tomcat` CLI.
- If the Cisco Unified Communications Manager (CUCM) cluster is using the CA signed certificate, upload the root CA certificate into Unified CCX Tomcat trust store.

Verify that the following users are added in Unified Communications Manager application:

- Unified CM Users - These are end users in Unified Communications Manager, who are assigned in Unified CCX as administrators. Using administrator credentials, you can login to the following components for Unified CCX:
  - Unified CCX Application Administration
  - Cisco Unified CCX Serviceability
  - Cisco Finesse Administration
  - Cisco Unified Intelligence Center Administration
  - Cisco Identity Service
  - Disaster Recovery System
  - Cisco Unified Serviceability

These users are required to integrate Unified Communications Manager with Unified CCX. For information on adding Unified CM users, see topic "Adding Users to a User Group" under the "User Management Configuration" section and "User Group Configuration" sub section in the *Cisco Unified Communications Manager Administration Guide* at:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

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**Step 1** Log in to **Cisco Unified CCX Administration** page on the first node to initiate the configuration using the following URL format:

`http://<servername or IP address>/appadmin`

**Note** Use the credentials entered for **Application User Name** and **Application User Password** during installation.

User IDs are case-sensitive when logging into the Unified CCX Administration web interface. To make them case-insensitive, you must install 12.5(1) SU1 ES02.

**Step 2** Follow instructions on the screen to complete the configurations.

**Note** Use the credentials of the Unified Communications Manager End User having administrator privileges in Unified CCX to configure the application users (AXL users).

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### What to do next

[Add Second Node](#)

## Configure the Second Node

Upload Tomcat certificates from all the nodes of Cisco Unified Communications Manager cluster into the second node and restart it.

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**Step 1** Log in to Cisco Unified CCX Administration page of the second node to initiate the configuration.

**Note** Use the credentials entered for **Application User Name** and **Application User Password** during installation.

User IDs are case-sensitive when logging into the Unified CCX Administration web interface. To make them case-insensitive, you must install 12.5(1) SU1 ES02.

**Step 2** In the **Welcome to Unified CCX Replication Wizard** page, enter values for all the fields and click **Next**.

**Step 3** In the **Component Activation** page, wait until all the components get activated and then click **Next**.

If you have selected **Network Deployment Type** as LAN, the **Cisco Unified CCX Setup Result Information** page gets displayed.

**Step 4** If you have selected **Network Deployment Type** as WAN, enter appropriate values in **Cisco Unified CM Configuration** page. Follow the instructions on the screen to complete the configurations.

**Step 5** Restart the first node and then restart the second node.

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## Configure Network Protocol for the Unified Intelligence Center Cluster

Cisco Unified Intelligence Center supports Multicast and TCP/IP as the network protocol. The default configuration is Multicast.

If Unified CCX is in an HA over WAN deployment where Multicast is not supported, then the following CLI command must be executed to configure the network protocol to TCP/IP:

- **utils cuic cluster mode tcp-ip**

The CLI must be executed on both the nodes of the Unified Intelligence Center. Restart the Cisco Unified Intelligence Center Service for the changes to take effect. To view the latest settings, you can execute the following CLI commands:

- **utils cuic cluster show**

## Switch Network Deployment from LAN to WAN

You can change a LAN-based two-node setup to work over WAN. To change the network deployment from LAN to WAN for a two-node setup, do the following:

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**Step 1** Log in to the first node using the Unified CCX Administration web interface.

**Step 2** Choose **System > Server**, and delete the second node from the list.

**Step 3** Add the second node details again on the first node. See **Add Second Node**.

**Step 4** Reinstall node 2. See **Install Unified CCX on Second Node**.

**Step 5** Configure the second node, and select the **Network Deployment Type** as WAN. See **Configure Second Node**.

**Step 6** Add or configure new Unified Communications Manager Telephony Call Control Groups for the second node.

For more information, see the *Unified CM Telephony Call Control Group configuration* section in [Cisco Unified Contact Center Express Admin and Operations Guide](#).

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## Upload Self-Signed Certificate

The following procedure is an example for uploading the CUCM self-signed certificate to Unified CCX Tomcat trust store.



**Note** The same procedure can be followed to upload CCP and Standalone CUIC self-signed certificates.

- Step 1** Log in to Cisco Unified OS Platform CLI using administrator credentials.
- Step 2** Enter the **show cert own tomcat** command to view the CUCM certificate details.  
The CUCM certificate is displayed.
- Step 3** Copy the certificate information starting from -----BEGIN CERTIFICATE----- to -----END CERTIFICATE----- and press **Enter**.

**Example:**

A sample certificate is as follows:

```
-----BEGIN CERTIFICATE-----
MIID+TCCAuGgAwIBAgIQRMN6rnHtbGwm1nNqJ1pCftANBqkqhkiG9w0BAQsFADB1
MQswCQYDVQQGEwJBTjEOMAwGA1UECgwFQ01TQ08xDjAMBgNVBAsMBUNCQUJVMR4w
HAYDVQQDDDBVsb2FkdWNjeC1uMS5jaXNjby5jb20xEjAQBgNVBAGMCUtbUK5BVEFL
QTESMBAGA1UEBwwJQkFOR0FMT1JFMB4XDTEwMTAxMjA2NDQzN1oXDTEwMTAxMjA2
NDQzN1owTElMAkGA1UEBHMCSU4xDjAMBgNVBAoMBUNJU0NPMQ4wDAYDVQQLEDAVD
QkFCVTEeMBwGA1UEAwVbG9hZHVjY3gtbjEuY21zY28uY29tMRIwEAYDVQQIDAlL
QVJQVRBS0ExEjAQBgNVBACMCUJBTkdBTE9SRTCCASlWdQYJKoZIhvcNAQEBBQAD
ggEPADCCAQoCggEBAMPL3K6yC5i7n/KidIpaE3KMoet7BA5V+IT0x7Wyz9OV6M+U
rOJPsSryNiDwMYMeUFfpY4pXaA5KD4Hqh5pzWt887fc7nmMZIqb+tJutbeClEFeP
QIAbB1hLRYMGmMyqppVAmrvYwRCDQCfaOVMUDTFACLFtF4xxyJl+ov3AdRuHew7b
rw1wsnhI2dR3z/OCJ53wn5mdPmBEd83n5LIxLEH3HZBffz3anuJeHkKjG0TpTdd+
tWR3I0u/URaKcpci9q06h6bWrBmpYtM/hScYnS0ZuqVU0a01Za7e7C+v4/CS1rOY
usnI0uLDZv/iVfuxcE0MoS8eqPxtH+0x4eK5lzECAwEAAoBhDCBgTALBgNVHQ8E
BAMCARQwHQYDVR0lBBYwFAyIKwYBBQUHAwEGCCsGAQUFBwMCMCB0GA1UdDgQWBBTt
jixZBx6x+k6rZ0zaqQ4PA+jWHZASBgNVHRMBAf8ECDAGAQH/AgEAMCAGA1UdEQQZ
MBeCFWxvYWR1Y2N4LW4xLmNpc2NvLmNvbTANBqkqhkiG9w0BAQsFAAOCAQEAghe+
B3duk1inR5pmzIWDjKvYYm4CtNeAn9tRYlK2BijKV6a0qDuZwSpN0dGblRr0epRI
thfkZvQGdzo5VZ45mVfx1a+wxT3UrfmsoiKmnCXBdaYhSsEoKbmWjHbsxwSkLRWb
nZatxwglXTluPbF5F9wJSJHTTwpk3P0pjZENF09S5hY/xDEM7wfOrnKUETHJJpts
z4LArPgdaFbmWv8YLCp1YBcOI9mdxQnUUn4in6G9Nv5c9BYDKctPWKHX8Hr7gO2
RTyBJc9tnhG4LjD0ykoKeSp+5u77Xug9ZCtAgiliHZu7cWpGu9lRToiFklgah23+
XbRBY1ZpO5v7rd6HbQ==
-----END CERTIFICATE-----
```

- Step 4** Log in to Unified CCX CLI using administrator credentials.
- Step 5** Enter the **set cert import trust tomcat** command to provide the CUCM certificate details.
- a) Paste the copied CUCM certificate details and press **Return**.  
The CUCM certificate is imported to Unified CCX Tomcat trust store.