



Unified CCX Installation

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Install Unified CCX from Installation DVD

To install Unified CCX from an installation DVD, perform the following steps:

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- Step 1** Boot from the installation DVD.
- Step 2** The installer checks the integrity of the DVD before beginning installation. Click **Yes** to perform a media check.
- a) If the media check fails, create another DVD.
 - b) If the media check passes, click **OK** to proceed with installation.
- Step 3** Follow the instructions on the screen. When the **Apply Patch** window appears, select **No** to begin the basic installation.
- Note** If you want to perform a service upgrade by applying patch, see **Service Update During Installation**.
- Step 4** Follow the instructions on the screen to complete the installation. Use the information from **Server Configuration Information for Installation** to enter the basic configuration information.
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What to do next

Configure the first node.



Note If you are installing on the second node, configure the first node and then add the second node.



Note Starting from Release 12.0(1), DVD support is not available. You can download the ISO files from <https://software.cisco.com/download/home/270569179>.

Add Second Node

Configure the IP address of the second node on the first node.



Note If you are using Smart Licensing and have already registered the first node with Cisco SSM, ensure that you have purchased HA license. Else, the product instance will be moved to out-of-compliance state.

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- Step 1** Log in to the Cisco Unified CCX Administration web interface of the first node.
 - Step 2** Choose **System > Server**.
 - Step 3** Click **Add New**.
 - Step 4** Enter the IP address or the host name of the second node in the **Host Name/IP Address** field.

Note When a new Unified CCX node is added, the Customer Collaboration Platform Configurations must be saved again in the **Subsystems** menu of **Cisco Unified Contact Center Express Administration**. This enables the change to take effect to re-create all the notifications for email and chat in Customer Collaboration Platform. For more details on this, see the guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

- Step 5** Enter the IPv6 Address in **IPv6 Address (for dual IPv4/IPv6)** field.
 - Step 6** Enter the MAC address details in the **MAC Address** field.
 - Step 7** Click **ADD**.
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What to do next

[Install Unified CCX on Second Node, on page 2](#)

Install Unified CCX on Second Node

Perform the following steps to install Unified CCX on the second node in the cluster:



Note Perform this installation during off-peak hours to avoid possible dropped calls during the formation of a cluster.

Step 1

Verify that the first node is synchronized with an NTP server.

a) From the CLI on the first node, enter **utils ntp status**. The output indicates the synchronization state.

Note If the first node is not synchronized with an NTP server, installation of the second node fails.

Step 2

Install Unified CCX on the second node using the procedure [Install Unified CCX from Installation DVD, on page 1](#). The system checks that the second node connects to the first node during the installation.

Note

- a. If you have configured an SMTP server for the first node, you must configure it for the second node also.
- b. During the installation procedure, when you are prompted to enter the administrator user name and password, enter the administrator user name and password that you set up in the first node of Unified CCX. Otherwise, the installation fails.

Caution After installing Unified CCX on the second node, configure it immediately. Until the second node is configured, do not change the security password or enable FIPS 140-2 mode on the first node.

What to do next

Configure the second node.

Unattended Installation

Unified Communications Answer File Generator generates answer files for unattended installations of Unified CCX 11.6(1) or later. Go to <https://www.cisco.com/c/en/us/applicat/content/cuc-afg/index.html> (Cisco Unified Communications Answer File Generator web page) for details on the Answer File Generator.

The Answer File Generator supports the following features:

- Allows simultaneous generation and saving of answer files for unattended installation on the publisher node and the subscriber node.
- Provides syntactical validation of data entries.
- Provides online help and documentation.



- Note**
1. Unattended installation supports only basic installations and not the upgrades.
 2. Use a USB disk that is preformatted to be compatible with Linux 2.6 for the configuration file. This key has a FAT32 format.

Perform Unattended Installation Using Answer File Generator

- Step 1** Go to <https://www.cisco.com/c/en/us/applicat/content/cuc-afg/index.html> (Cisco Unified Communications Answer File Generator web page).
 - Step 2** Save the `platformConfig.xml` file to a Linux-compatible USB drive.
 - Step 3** Plug in the USB drive to the server on which you will install Unified CCX.
 - Step 4** Follow the instructions in [Install Unified CCX from Installation DVD, on page 1](#).
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Service Update During Installation

Unified CCX Release 12.5(1) SU2 does not support the Service Update (SU) upgrade from the installation disc. To upgrade to Release 12.5(1) SU2, see [Preupgrade Tasks](#).