Unified CVP Installation

Cisco Unified Customer Voice Portal (CVP) ISO image contains the setup files for all the CVP components in the CVP folder.

Only a local administrator must install the Unified CVP software.

Note
- Before you install Unified CVP, see the licensing information available at https://www.cisco.com/c/en/us/support/cloud-systems-management/license-manager/tsd-products-support-series-home.html.
- Ensure that the server chosen for Reporting Server is part of a workgroup.
- If CVP Server, Operation Console, and Reporting Server have not been installed to the default `C:\Cisco\CVP` path, then update the following files under `<install_path>/conf`:

Install Unified CVP Server

Fresh installation of Unified CVP includes the following voice prompt encode format types—u-law, A-law, and G729 for media files. Default applications also get installed along with media files. Choose the format type as per requirement.

Procedure

Step 1   Mount Unified CVP ISO, and run setup.exe.

Step 2   Review and accept the license agreement, and click **Next**.

Step 3   On the **Select Package** screen, choose the Unified CVP component to install on your computer, and click **Next**.

Note Internet Information Server (IIS) is the default Media Server supported by Unified CVP. For details on IIS configuration, see the Microsoft documentation.

Step 4 At the **Voice Prompt Encode Format Type** screen, select one of the following options:

- **U-Law Encoded Wave Format**

- **A-Law Encoded Wave Format**

- **G729 Encoded Wave Format**

Step 5 On the **Choose Destination Location** screen, select the folder where setup will install files. By default, it is `C:\Cisco\CVP`.

Step 6 On the **X.509 Certificate** screen, enter the required information in the form, and click **Next**.

Step 7 Click **Install**.

Note You cannot cancel the installation when it is in progress.

Step 8 Choose to restart the computer right after the upgrade or to restart it later, and click **Finish**.

Note After successful installation, the **CVP Call Server Service Startup Type** is set to **Automatic** by default.

What to do next

Install Operations Console

Procedure

Step 1 Perform Steps 1 to 6 of the Install CVP Server procedure.

Step 2 From the **Ready to Install the Program** screen, review the component that you selected, and click **Install**.

Step 3 On the **Ops Console Password** screen, in the **Password** and **Password (for verification)** fields, enter a password and re-enter it for confirmation, and click **Next**.

Note Adhere to the password formation criteria that are listed on the Operations Console Password screen section.

Note Operations Console Administrator and Web Services Administrator (wsmadmin) use the Operations Console password.

Step 4 Select one of the options to either restart the computer right after installation or later, and click **Finish**.

What to do next

Install Remote Operations

Install Remote Operations

Procedure

Step 1 Perform Steps 1 to 4 of the Install Operations Console procedure.

Step 2 Choose to restart the computer right after the upgrade or to restart it later, and click **Finish**.

What to do next

Install Reporting Server

Install Reporting Server

Before you begin

Ensure that Reporting Server is not part of any domain and is part of a work group.

Procedure

Step 1 Perform Steps 1 to 4 of the procedure Install Unified CVP Server, on page 1.

Step 2 Select the root drive on which you want the Reporting database data and backup data to reside, and click **Next**.

> **Note** Choose the E drive or the second drive, whose size is more than 400 GB, to store the Reporting database data and to keep the backup of data.

The **Database Size Selection** screen appears, providing the following options:

- **Standard:** Requires a minimum of 250 GB of free disk space.

- **Premium:** Requires a minimum of 375 GB of free disk space.

Step 3 Choose the appropriate database size for the license that you purchased, and click **Next**.

Step 4 From the **Ready to Install the Program** window, review the component that you have selected, and click **Install**.

Step 5 On the **Reporting Password** window, in the **Password** and **Password (for verification)** fields, enter a password and reenter it for confirmation, and then click **Next**.

Note	• After installation, add the Reporting Server to the domain, if necessary.
	• The Reporting password requires that the **Minimum Password Age** parameter be set to 0 days for both the local and/or domain security policy and is subject to both the Unified CVP password policy and the password policy enforced by the operating system of the computer on which the Reporting Server resides. For each aspect of the password, the Reporting password must meet the requirement of the more restrictive policy. If you are installing CVP Reporting Server please ensure that your local and/or domain security policy for MINIMUM PASSWORD AGE are set to 0 days for the installation of the CVP Reporting Server component (In Windows, **Control Panel** > **Administrative Tools** > **Local Security Policy** > **Account Policy** > **Password Policy**). If the reporting password you enter is rejected, review the list of password requirements displayed by the installer and consider your operating system's password requirements. You can reconfigure this password repeatedly until an acceptable password is found

Step 6 Choose to restart the computer right after installation or to restart it later, and click **Finish**.

What to do next

(Optional)

Install Second Drive on Reporting Server Virtual Machine

Procedure

Step 1 Right-click **My Computer** > **Manage**.

Step 2 In **Storage** section, click **Disk Management**.

Step 3 Select the unformatted partition, which is usually **Disk 1**.

Step 4 Right-click **Online**, and initialize the disk.

Step 5 Click **Format**, and follow the formatting process with NTFS.

Install Unified Call Studio

Procedure

Step 1 Mount the Unified CVP ISO image, and run setup.exe.

Step 2 On the **Welcome** screen, click **Next**.

Note	If you click **Cancel** here or on the dialog screens that follow before the **Ready to Install the Program** screen, the installation is canceled. The **Exit Setup** dialog box appears.

Step 3 Review and accept the license agreement, and click **Next**.

Step 4   From the **Ready to Install the Program** screen, review the component that you have selected, and click **Install**.

Step 5   On the Choose Destination Location screen, select the folder where setup will install files. By default, it is `C:\Cisco\CVP`.

Step 6   On the **InstallShield Wizard Complete** screen, click **Finish**.

Step 7   Choose to restart the computer right after installation or to restart it later, and click **Finish**.

The Call Studio software is installed on your computer.

Install Unified CM SME

Cisco Unified Communications Manager Session Management Edition (Unified CM SME) integrates with Unified CVP as a dial peer configurator or aggregator to connect to multiple Unified Communications Manager clusters in the Cisco Unified Customer Voice Portal (Unified CVP) and Cisco Unified Contact Center Enterprise (Unified CCE) solution setup.

Unified CM SME differs from Unified Communications Manager in design, configuration, and deployment. The installation and upgrade process is same for both Unified CM SME and Unified Communications Manager and is performed using the same . For more information about the Unified CM SME installation process, see the *Unified Communications Manager Install and Upgrade Guide* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html.