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, refer to the licensing information in the Unified CVP Licensing chapter.
- Ensure that the server chosen for Reporting Server is part of a workgroup.

Install Unified CVP on Virtual Machines

Before you begin
- Disable large receive offload (LRO) for ESXi for virtualization platform for Unified CVP.

- Install and configure the Unified Computing System (UCS).

- Install and boot VMware ESXi.

- Ensure that ESXi is configured and reachable over the network.

- Download the OVA template.

Step 1 Create the Unified CVP virtual machines using the OVA template.

Step 2 Select the CVP components, as required.

Step 3   Install Windows Server.

Step 4   Install the selected CVP components.

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.

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

Related Topics

Install Operations Console

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

Related Topics

Install Remote Operations

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

Related Topics

Install Second Drive on Reporting Server Virtual Machine

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 CVP Reporting Server

IBM Informix database server 12.10 FC3 is installed as part of the Unified CVP Reporting Server.

Before you begin

- Only the actual Local Administrator (should not be renamed) of this system can install CVP Reporting Server.

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

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

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

Step 3   On the **Select Package** screen, select **Reporting Server**, and click **Next**.

Note   This step takes approximately 30 seconds before moving to the **Choose Destination Location** window.

Step 4   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 400GB, 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 250GB of free disk space.

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

Step 5   Choose the appropriate database size for the license that you purchased, and click **Next**.

Step 6   From the **Ready to Install the Program** window, review the component that you have selected, and click **Install**.

Step 7   On the **Reporting Password** window, 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.

• 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.

• After installation, add the Unified CVP Reporting Server to the domain, if necessary.

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

Install Unified Call Studio

Step 1   Mount the Unified CVP software (including CVP Studio) installer 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 **Copyrights to Products** used by Call Studio and click **Next**.

Step 4   Review and accept the license agreement, and click **Next**.

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

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

Step 7   Click **Finish** to exit the wizard.

The Call Studio software is installed on your computer.