



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.



Important

A new **12.5(1b)** base installer is available for customers, which has OpenJDK JRE as the supporting Java runtime for the Unified CVP application. It is the same as the preceding 12.5(1) installer, except that in the 12.5(1b) base installer, the Java runtime environment is installed on the Unified CVP virtual machines (VMs).

You can continue to use Oracle JRE if you have installed CVP 12.5(1). Further, you can download and install the Java security updates from the Oracle website.

For JRE update post installation of 12.5(1b), refer to the OpenLogic OpenJDK site to download the JREs.

Customers who are not installing 12.5(1b) and staying on 12.5(1) release can install the CVP ES to migrate from Oracle JRE to OpenJDK JRE. All subsequent ESs would be supported on top of this ES.



Note

Upon installation of ES 33, the JRE in the CVP is updated with OpenLogic JRE. Any specific changes in configuration files of the JRE folder should be backed up and reconfigured after the JRE update.



Important

In the new **12.5(1b)** release, CVP Reporting Server has support for IBM Informix version 14.10 FC8.

For migrating the Reporting Server from 12.5(1) to 12.5(1b), see [Migrate Unified CVP Reporting Server](#).



Note If you are testing with the self-signed TLS certificates that are generated as a part of the installation, ensure that you map the CN/SANs on the certificate to the corresponding IP through DNS or host file entries.

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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.

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- 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.
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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.

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- 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**.
- Note** In **Common Name** field, enter FQDN.
- 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](#), on page 3

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](#), on page 4

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**.
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What to do next

Install Reporting Server

Related Topics

[Install Unified CVP Reporting Server](#), on page 4

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.
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Install Unified CVP Reporting Server

IBM Informix database server 14.10 FC1 is installed as part of the Unified CVP Reporting Server.



Note The `ImagePath` for **CVP Reporting Informix IDS Service** in Windows registry is set to `c:\db\Informix\bin\onscpah cvp`. Because of this, when security scanners are run, the `ImagePath` changes to `"c:\db\Informix\bin\onscpah cvp"`. This results in the **CVP Reporting Informix IDS Service** not starting.

Workaround: Set `ImagePath` for **CVP Reporting Informix IDS Service** in Windows registry to `"c:\db\Informix\bin\onscpah" cvp`.

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.
- Do not create Informix user in the Local Users and Group, this will impact the installation. Once installation is completed, Informix user can be created for the database operation.

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



Important A new **12.5(1b)** base installer is available for customers, which has OpenJDK JRE as the supporting Java runtime for the Unified CVP application. It is the same as the preceding 12.5(1) installer, except that in the 12.5(1b) base installer, the Java runtime environment is installed on the Unified CVP virtual machines (VMs).

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.



Note The SolarWinds TFTP software and AnyConnect (while a VPN connection is enabled) are the known causes for the Call Studio debugger errors. To resolve the Call Studio debugger errors:

- If you are using SolarWinds, stop the SolarWinds TFTP software and run the debugger.
 - If you are using AnyConnect, disconnect the VPN connection and run the debugger.
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