Appendix

Core Components Server

Install Unified Contact Center Enterprise

Procedure

Step 1	Add the virtual machine template into the domain.
Step 2	Mount the Unified Contact Center Enterprise ISO image to the virtual machine.
Step 3	From the `ICM-CCE-CCH` Installer directory, run `setup.exe` and follow the InstallShield procedures.
Step 4	In the **Select the installation method** window, select **Fresh Install**, then click **Next**.
Step 5	In the **Maintenance Release (MR)** window, keep the **Maintenance Release Location** field blank, then click **Next**.
Step 6	In the **Installation Location** window, select the drive `C`, then click **Next**.
Step 7	In the **Ready to Copy Files** window, click **Install**.
Step 8	In the **Installation Complete** window, click **Yes, I want to restart my computer now**, then click **Finish**.
Step 9	Run the mandatory update before applying any ES, if you have a fresh install or Technology Refresh upgrade planned for PCCE or UCCE 12.0(1), on the Windows Server 2016. You can download the `CCE 12.0 Mandatory Update for Fresh Install/Tech Refresh` from https://software.cisco.com/download/home/268439622/type/280840583/release/12.0(1).
Step 10	Apply the Unified Contact Center Enterprise maintenance release, if applicable.
Step 11	Unmount the Unified Contact Center Enterprise ISO image.
Step 12	Move the virtual machine template back to the workgroup.

Related Topics

Create Virtual Machines

Mount ISO File

Create Golden Template for Unified CCE Rogger

Install Unified CVP Server

Procedure

Step 1	Mount the Unified CVP ISO image to the virtual machine.
Step 2	Copy the current Engineering Specials (ES) to the local drive.

> **Note**   Ignore this step if there are no Engineering Specials.

Step 3	From the `CVP\Installer_Windows` directory, run `setup.exe`.
Step 4	In the **Install Shield Wizard** window:

    a) Accept the license agreement and click **Next**.

    b) In the **Select Packages** window, select **CVP Server**, then click **Next**.

    c) In the **Voice Prompt Encode Format Type** window, select **U-Law Encoded Wave Format**, then click **Next**.

    d) In the **Choose Destination Location** window, select the folder locations for the CVP Installation Folder and the Media Files Installation Folder, then click **Next**.

    e) In the **X.509 Certificate** window, enter the information that you want to include in the certificate.

    f) In the **Ready to Install the Program** window, click **Install**.

    g) Click **Yes, I want to restart my computer now**, Click **Finish**.

Step 5	Copy the required **Cisco Unified CVP Engineering Special** file to the desktop.
Step 6	If Unified CVP Engineering Specials are available, follow the Install Shield wizard. Ignore this step if there are no Engineering Specials.
Step 7	Add any custom media files to the appropriate location.
Step 8	Unmount the ISO image.

Related Topics

Mount ISO File

Create Golden Template for Unified CVP Server

Install Unified CVP OAMP Server

Procedure

Step 1	Mount the Unified CVP ISO image to the virtual machine.
Step 2	From the `CVP\Installer_Windows` directory, run `setup.exe`.
Step 3	Accept the license agreement, click **Next**.
Step 4	In the **Select Packages** window, select the **Operations Console** option, then click **Next**.
Step 5	In the **Voice Prompt Encode Format Type** window, select **U-Law Encoded Wave Format** and click **Next**.
Step 6	On the **Choose Destination Location** window, accept the default locations, then click **Next**.
Step 7	In the **X.509 certificate** window, enter the information that you want to include in the certificate, then click **Next**.
Step 8	In the **Ready to Install** window, click **Install**.
Step 9	Enter the operations console password that meets the criteria detailed on the **Operations Console Password** window, then click **Next**.
Step 10	Click **Yes, I want to restart my computer**, then click **Finish**.
Step 11	Unmount the Unified CVP ISO image.

Related Topics

Mount ISO File

Create Golden Template for Unified CVP OAMP Server

Install Unified CVP Reporting Server

Procedure

Step 1	Mount the Unified CVP ISO image to the virtual machine.
Step 2	Copy the current Engineering Specials (ES) to the local drive.

> **Note** Ignore this step if there are no Engineering Specials.

Step 3	From the `CVP\Installer_Windows` directory, run `setup.exe`.
Step 4	In the **Install Shield Wizard** window:

   a) Accept the license agreement, then click **Next**.
   b) In the **Select Packages** window, select **Reporting Server**, then click **Next**.
   c) In the **Choose Destination Location** window, select the folder location for the CVP Installation Folder, then click **Next**.
   d) In the **X.509 certificate** window, enter the information that you want to include in the certificate, then click **Next**.
   e) In the **Choose the Database data and backups drive** window, enter the name of the drive (typically E), and click **Next**.
   f) In the **Database size selection** window, select **Standard (250GB)** or **Premium (375GB)**, then click **Next**.

> **Note**   Select **Standard** for 500 agent deployment and **Premium** for other HCS agent deployments.

    g) In the **Ready to Install** window, click **Install**.

    h) Enter the CVP Reporting Server password when prompted.

       It can take some time for the database to install.

    i) Restart the server after installation.

Step 5   Copy the required CVP Engineering Special file to the desktop.

Step 6   If Unified CVP Engineering Specials are available, follow the Install Shield wizard to install them. Ignore this step if there are no Engineering Specials.

Step 7   Unmount the ISO image.

Related Topics

Install Voice OS-Based Applications

Use the following procedures to install Voice OS-basedapplications:

- Cisco MediaSense
- Cisco Virtualized Voice Browser

Procedure

Step 1   Mount the ISO file to the virtual machine and switch on.

Step 2   Follow the Install wizard:

    a) On the **Disk found** page, click **OK** to check the media before installation.

    b) Click **OK**.

    c) On the **Product Deployment Selection** page, select the required product and click **OK**.

    d) On the **Proceed with Install** page, click **Yes**.

    e) On the **Platform Installation Wizard** page, select the **Skip** option.

       After installation, displays the **Pre-existing Configuration Information** page.

    f) Press `Ctrl+Alt` to free your cursor.

Step 3   Shut down the virtual machine.

Step 4   Unmount the ISO image.

Related Topics

Install Publishers/Primary Nodes of VOS-Based Contact Center Applications

Before you begin

DNS Configuration is mandatory for installation of Cisco Unified Communications Manager, Cisco Unified Intelligence Center, Cisco Finesse and Cisco Identity Service (IdS). To configure DNS, add the VMs to the forward and reverse lookups of the DNS.

Procedure

Step 1 Create a virtual machine for your VOS-based contact center application using the OVA.

Step 2 Mount the ISO image for the software to the virtual machine.

Step 3 Select the virtual machine, power it on, and open the console.

Step 4 Follow the Install wizard, making selections as follows:

a) In the **Disk Found** screen, click **OK** to begin the verification of the media integrity.

b) In the **Success** screen, select **OK**.

c) In the **Product Deployment Selection** screen:

If your product is any one of the following, choose the product and click **OK**.

- Cisco Unified Communications Manager

- Cisco Finesse

- Cisco Virtualized Voice Browser

If your product is Cisco Unified Intelligence Center, you can choose from one of the following options:

- Cisco Unified Intelligence Center

- Live Data

- Cisco Identity Service (IdS)

- Cisco Unified Intelligence Center with Live Data and IdS

- For the 2000 agent reference design, choose the coresident deployment option **Cisco Unified Intelligence Center with Live Data and IdS**, and then select **OK**. The **Cisco Unified Intelligence Center with Live Data and IdS** option installs Cisco Unified Intelligence Center with Live Data and Cisco Identity Service (IdS) on the same server.

- For all other deployments, select one of the standalone install options. For example, select **Cisco Unified Intelligence Center** , **Live Data**, or **Cisco Identity Service (IdS)**. Then select **OK**.

d) In the **Proceed with Install** screen, select **Yes**.

e) In the **Platform Installation Wizard** screen, select **Proceed**.

f) In the **Apply Patch** screen, select **No**.

g) In the **Basic Install** screen, select **Continue**.

h) In the **Timezone Configuration** screen, use the down arrow to choose the local time zone that most closely matches where your server is located. Select **OK**.

> **Note** For Live Data servers, use the same timezone for all the nodes.

i) In the **Auto Negotiation Configuration** screen, select **Continue**.

j) In the **MTU Configuration** screen, select **No** to keep the default setting for Maximum Transmission Units.

k) In the **DHCP Configuration** screen, select **No**.

l) In the **Static Network Configuration** screen, enter static configuration values. Select **OK**.

m) In the **DNS Client Configuration** screen, click **Yes** to enable DNS client.

n) Enter your DNS client configuration. Select **OK**.

o) In the **Administrator Login Configuration** screen, enter the Platform administration username. Enter and confirm the password for the administrator. Select **OK**.

p) In the **Certificate Information** screen, enter data to create your Certificate Signing Request: Organization, Unit, Location, State, and Country. Select **OK**.

q) In the **First Node Configuration** screen, select **Yes**.

r) In the **Network Time Protocol Client Configuration** screen, enter a valid NTP server IP address and select **OK**.

s) In the **Security Configuration** screen, enter the security password and select **OK**.

t) In the **SMTP Host Configuration** screen, select **No**.

u) In the **Application User Configuration** screen, enter the application username. Enter, and confirm the application user password. Select **OK**.

v) In the **Platform Configuration Confirmation** screen, select **OK**. The installation begins and runs unattended.

- There is a reboot in the middle of the installation.

- The installation ends at a sign-in prompt.

Step 5 Unmount the ISO image.

Related Topics
Create Virtual Machines
Mount ISO File

Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications

> **Note** This task is required for installation of the subscriber/secondary nodes of the three VOS-based contact center applications: Cisco Finesse, Cisco Unified Communications Manager, and Cisco Unified Intelligence Center.

Before you begin

DNS Configuration is mandatory for installation of Cisco Unified Communications Manager, Cisco Unified Intelligence Center, and Cisco Finesse. To configure DNS, add the VMs to the forward and reverse lookups of the DNS.

Before you install the subscriber/secondary nodes, you must install the publisher/primary nodes and configure the clusters.

Procedure

Step 1 Create a virtual machine for your VOS-based contact center application using the OVA.

Step 2 Mount the ISO image for the software to the virtual machine.

Step 3 Select the virtual machine and power it on, and open the console.

Step 4 Follow the Install wizard, making selections as follows:

a) In the **Disk Found** screen, click **OK** to begin the verification of the media integrity.

b) In the **Success** screen, select **OK**.

c) In the **Product Deployment Selection** screen:

If your product is any one of the following, choose the product and click **OK**.

- Cisco Unified Communications Manager

- Cisco Finesse

- Cisco Virtualized Voice Browser

If your product is Cisco Unified Intelligence Center, you can choose from one of the following options:

- Cisco Unified Intelligence Center

- Live Data

- Cisco Identity Service (IdS)

- Cisco Unified Intelligence Center with Live Data and IdS

- For the 2000 agent reference design, choose the coresident deployment option **Cisco Unified Intelligence Center with Live Data and IdS**, and then select **OK**. The **Cisco Unified Intelligence Center with Live Data and IdS** option installs Cisco Unified Intelligence Center with Live Data and Cisco Identity Service (IdS) on the same server.

- For all other deployments, select one of the standalone install options. For example, select **Cisco Unified Intelligence Center** , **Live Data**, or **Cisco Identity Service (IdS)**. Then select **OK**.

Step 5 Follow the Install wizard, making selections as follows:

a) In the **Proceed with Install** screen, select **Yes**.

b) In the **Platform Installation Wizard** screen, select **Proceed**.

c) In the **Apply Patch** screen, select **No**.

d) In the **Basic Install** screen, select **Continue**.

e) In the **Timezone Configuration** screen, use the down arrow to choose the local time zone that most closely matches where your server is located. Select **OK**.

> **Note**   For Live Data servers, use the same timezone for all the nodes.

f) In the **Auto Negotiation Configuration** screen, select **Continue**.

g) In the **MTU Configuration** screen, select **No** to keep the default setting for Maximum Transmission Units.

h) In the **DHCP Configuration** screen, select **No**.

i) In the **Static Network Configuration** screen, enter static configuration values. Select **OK**.

j) In the **DNS Client Configuration** screen, click **Yes** to enable DNS client.

k) In the **Administrator Login Configuration** screen, enter the Platform administration username. Enter and confirm the password for the administrator. Select **OK**.

l) In the **Certificate Information** screen, enter data to create your Certificate Signing Request: Organization, Unit, Location, State, and Country. Select **OK**.

m) In the **First Node Configuration** screen, select **No**.

n) In the warning screen, select **OK**.

o) In the **Network Connectivity Test Configuration** screen, select **No**.

p) In the **First Node Access Configuration** screen, enter the host name and IP address of the first node. Enter and confirm the security password. Select **OK**.

q) In the **SMTP Host Configuration** screen, select **No**.

r) In the **Platform Configuration Confirmation** screen, select **OK**. The installation begins and runs unattended.

   • There is a reboot in the middle of the installation.

   • The installation ends at a sign-in prompt.

Step 6   Unmount the ISO image.

Related Topics

Create Virtual Machines
Mount ISO File