

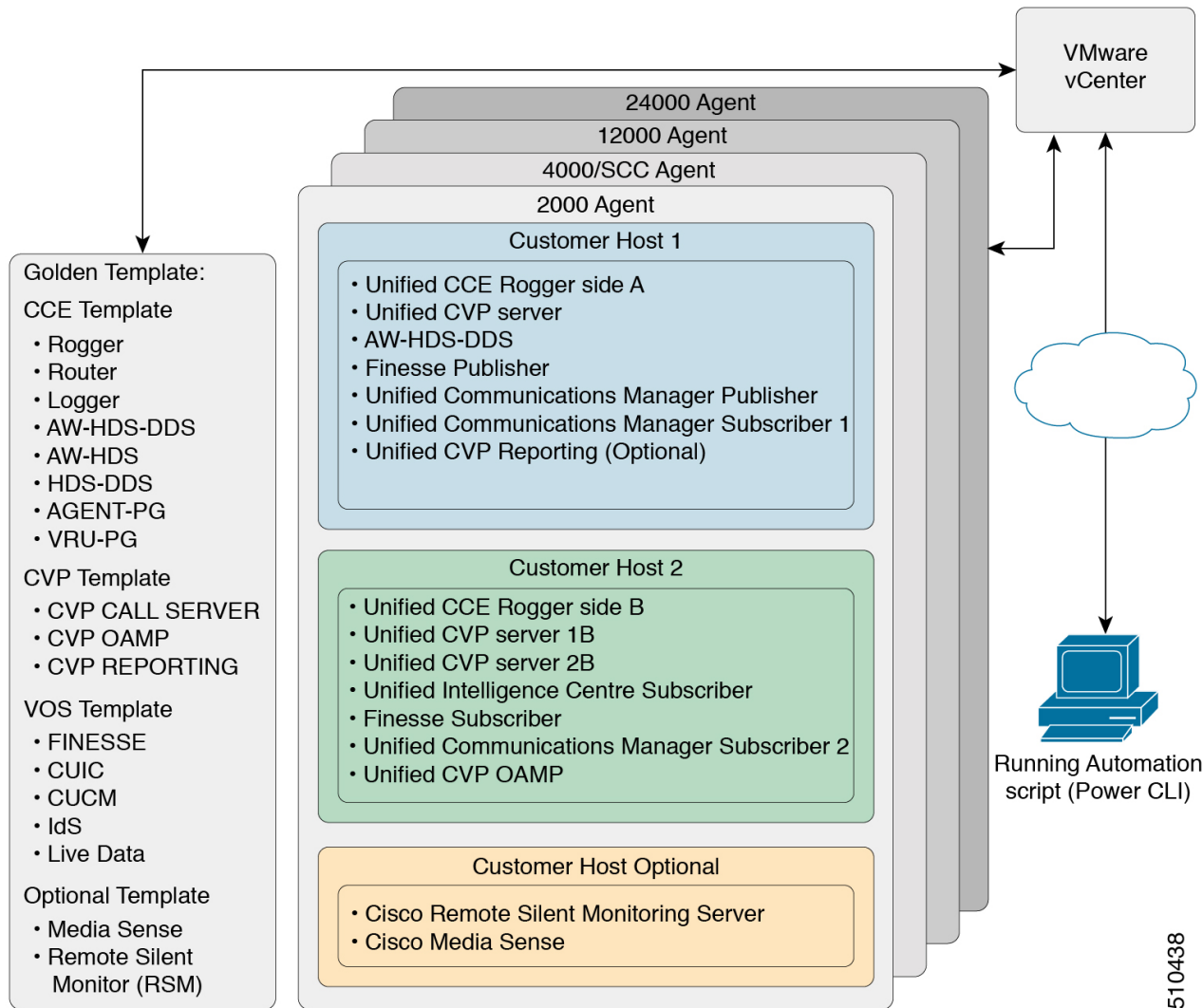


## Clone and OS Customization

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- [Clone and OS Customization Process, on page 2](#)
- [Automated Cloning and OS Customization, on page 2](#)
- [Manual Cloning and OS Customization, on page 11](#)

# Clone and OS Customization Process



## Automated Cloning and OS Customization

For the following automation software and download information see, *Automation Software* section in *Cisco HCS for Contact Center Installing and Upgrading Guide* <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>

- GoldenTemplateTool
- PowerCLI
- OVF Tool

- WinImage

## Automated Cloning and OS Customization Using Golden Templates

Sequence	Task	Done
1	<a href="#">Download Golden Template Automation Tool, on page 3</a>	
2	<a href="#">Complete Automation Spreadsheet, on page 4</a>	
3	<a href="#">Run Automation Script, on page 5</a>	
4	<a href="#">OS Customization Process, on page 7</a>	

### Download Golden Template Automation Tool

Golden Template Tool is required for automated cloning of Golden Templates and deploying the customized Virtual machines in a customer instance. To download and extract the Golden Template Tool, see [Automated Cloning and OS Customization, on page 2](#) to the root of the **C: drive** on your system. You can browse the automation scripts using VMware vSphere PowerCLI.

The extracted content includes the following:

- The *automation spreadsheets*, which is the interface to the scripts.
- The *scripts* folder that contains five scripts. The *deployVM.PS1* file is the primary automation script, which calls the other four scripts.
- The *Archive*, *Log*, *OVF*, *PlatformConfigRepository*, and *Report* folders are empty until you run the automation script for export.

**Figure 1: Download Automation Tool**

Name	Type	Compressed size	Password ...	Size
scripts	File folder			
base.flp	FLP File	2 KB	No	1,440 KB
GoldenTemplate_VMDataSheet_11.6.1_2K.xls	Microsoft Excel 97-2003 ...	470 KB	No	3,132 KB
GoldenTemplate_VMDataSheet_11.6.1_4K.xls	Microsoft Excel 97-2003 ...	467 KB	No	3,116 KB
GoldenTemplate_VMDataSheet_11.6.1_12K.xls	Microsoft Excel 97-2003 ...	636 KB	No	4,033 KB
GoldenTemplate_VMDataSheet_11.6.1_SCC.xls	Microsoft Excel 97-2003 ...	323 KB	No	2,452 KB

Name	Modified	Type	Size
scripts	10/3/2018 7:11 AM	File folder	
base.flp	1/24/2018 2:12 PM	FLP File	1,440 KB
GoldenTemplate_VMDataSheet_12.0.1_2K.xls	9/27/2018 7:33 AM	Microsoft Excel 97...	3,126 KB
GoldenTemplate_VMDataSheet_12.0.1_4K.xls	9/27/2018 7:33 AM	Microsoft Excel 97...	3,118 KB
GoldenTemplate_VMDataSheet_12.0.1_12K.xls	9/27/2018 7:33 AM	Microsoft Excel 97...	4,040 KB
GoldenTemplate_VMDataSheet_12.0.1_24K.xls	10/3/2018 6:13 AM	Microsoft Excel 97...	4,082 KB
GoldenTemplate_VMDataSheet_12.0.1_SCC.xls	9/27/2018 7:33 AM	Microsoft Excel 97...	2,456 KB

After you run the script for the first time:

- *Archive* holds the prior versions of the automation spreadsheet, saved with a date and a time stamp.
- *Log* holds all the log files saved with a date and a time stamp.
- *OVF*, when the tool runs the Export operation, a sub folder is created for each virtual machine. The folders take their names from the `GOLDEN_TEMPLATE_NAME` cells in the spreadsheet. These folders are used to import the virtual machines to the customer ESXi host.
- *PlatformConfigRepository* is populated with three subfolders that holds XML files generated as part of the golden template process.
- *Report* holds all automation reports, saved with a date and a time stamp.

### Related Topics

[Automated Cloning and OS Customization](#), on page 2

## Complete Automation Spreadsheet

Fill the information provided in the table to complete the automation spreadsheet for cloning process. Deploy VM automation script requires this information to clone the virtual machines to the customer instance.

The table describes the values of each virtual server and associated properties:

Column	Domain-based VM	Workgroup-based VM	VOS-based VM
CREATEVM	<i>YES</i>	<i>YES</i>	<i>YES</i>
CUSTOMIZATION	<i>YES</i>	<i>YES</i>	<i>YES</i>
OPERATION			
SOURCE_HOST_IP	<i>10.10.0.10</i>	<i>10.10.0.10</i>	<i>10.10.0.10</i>
SOURCE_DATASTORE_NAME	<i>Datastore-A0</i>	<i>Datastore-A0</i>	<i>Datastore-A0</i>
SOURCE_VMNAME			
OVF_NETWORK1			
OVF_NETWORK2			
GOLDEN_TEMPLATE_NAME	<i>GT-Rogger</i>	<i>GT-CVP-Server</i>	<i>GT-CUCM</i>
NEW_VM_NAME	<i>CCE-RGR-SIDE-A</i>	<i>CVP-SVR-SIDE-A</i>	<i>UCM-SUB-SIDE-A</i>
DEST_HOST_IP	<i>10.10.1.10</i>	<i>10.10.1.11</i>	<i>10.10.1.12</i>
DEST_DATASTORE_NAME	<i>Datastore-A1</i>	<i>Datastore-A3</i>	<i>Datastore-A6</i>
PRODUCT_VERSION			<i>10.0.1</i>
COMPUTER_NAME	<i>CCE-RGR-SIDE-A</i>	<i>CVP-SVR-SIDE-A</i>	<i>UCM-SUB-SIDE-A</i>
WORK_GROUP	<i>NO</i>	<i>YES</i>	
WORK_GROUP_NAME		<i>WORKGROUP</i>	
DOMAIN_NAME	<i>HCSCC.COM</i>		<i>HCSCC.COM</i> (Optional)

Column	Domain-based VM	Workgroup-based VM	VOS-based VM
TIME_ZONE_LINUX_AREA			<i>America</i>
TIMEZONE_LINUX_LOCATION			<i>Los Angeles</i>
TIME_ZONE_WINDOWS	<i>(GMT-08:00)</i>	<i>(GMT-08:00)</i>	
DOMAIN_USER	<i>HCSCC\administrator</i>		
DOMAIN_PASSWORD	<i>*****</i>		
PRODUCT_KEY	<i>XXXX-XXXX-XXXX-XXXX</i>	<i>XXXX-XXXX-XXXX-XXXX</i>	
OWNER_NAME	<i>HCS</i>	<i>HCS</i>	
ORGANIZATION_NAME	<i>CISCO</i>	<i>CISCO</i>	<i>CISCO</i>
ORGANIZATION_UNIT			<i>HCS</i>
ORGANIZATION_LOCATION			<i>San Jose</i>
ORGANIZATION_STATE			<i>CA</i>
ORGANIZATION_COUNTRY			<i>USA</i>
NTP_SERVER			<i>10.81.254.131</i>
NIC_NUM	<i>2</i>	<i>1</i>	<i>1</i>
IP_ADDRESS_NIC1	<i>10.10.10.10</i>	<i>10.10.10.20</i>	<i>10.10.10.30</i>
SUB_NET_MASK_NIC1	<i>255.255.255.0</i>	<i>255.255.255.0</i>	<i>255.255.255.0</i>
DEFAULT_GATEWAY_NIC1	<i>10.10.10.1</i>	<i>10.10.10.1</i>	<i>10.10.10.1</i>
DNS_IP_NIC1	<i>10.10.10.3</i>	<i>10.10.10.3</i>	<i>10.10.10.3</i>
DNS_ALTERNATE_NIC1			
IP_ADDRESS_NIC2	<i>192.168.10.10</i>		
SUB_NET_MASK_NIC2	<i>255.255.255.0</i>		
DEFAULT_GATEWAY_NIC2	<i>192.168.10.1</i>		
DNS_IP_NIC2	<i>192.168.10.3</i>		
DNS_ALTERNATE_NIC2			

## Run Automation Script

### Before you begin

Download and install VMware vSphere PowerCLI on the client computer.



**Note** Ensure WinImage (32-bit) is installed in the following location: C:\Program Files (x86)\WinImage



**Note** If you import any of the VOS VMs and have an unlicensed copy of WinImage, displays the popup for each VOS platform. Click **OK** to continue the import process.

## Procedure

- Step 1** Sign-in as an administrator and open **VMware vSphere PowerCLI (32-bit)** application.
- Step 2** Enter the **get-executionPolicy** command to determine the restricted execution policy.
- Step 3** If the policy is restricted, enter **set-executionPolicy** command. At the **Supply Values** prompt, enter **Unrestricted**, then enter **Y**.
- Change the execution policy to run unsigned scripts on your local computer and signed scripts from other users.
- Step 4** Enter the **CD < GoldenTemplate directory>** command.
- Step 5** Run the automation script using the following syntax:

Syntax:	Example:
<b>&lt;Path to the script&gt; &lt;Path of the spreadsheet&gt; &lt;vCenter IP / Hostname&gt; &lt;vCenter User&gt; &lt;Password to connect to vCenter&gt;</b>	<pre>. \scripts\DeployVM.PS1 C:\GoldenTemplate\GoldenTemplate_VMDataSheet.xls testvCenter testuser testpassword</pre>

This starts the script that parses and validates the data, creates entries in the **GoldenTemplate** directory. Displays the completion percentage on the screen and generates the **Status Report** in the **Report** folder.

Click the **Log File** link in the **Status report** to debug error conditions and to consult **Cisco Support**.

**Figure 2: Status Report of Golden Template Tool**

Status Report of Golden Template Tool					
VM NAME	OPERATION	HOST IP	DATASTORE NAME	STATUS	DESCRIPTION
40PG-CUCM-Cust9-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust9-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust9-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust9-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust10-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust10-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust10-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust10-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully

[Log File](#)

## Related Topics

- [Automated Cloning and OS Customization](#), on page 2
- [OS Customization Process](#), on page 7

## OS Customization Process

Sequence	Task	Done
<b>Windows Customization Process</b>		
1	<a href="#">Validate Network Adapter Settings and Power On, on page 7</a>	
2	<a href="#">Edit Registry Settings and Restart VM, on page 8</a>	
<b>VOS Customization Process</b>		
1	<a href="#">Configure DNS Server</a>	
2	<a href="#">Configure Host in DNS Server</a>	
3	<a href="#">Validate Network Adapter Settings and Power On, on page 7</a>	

### Validate Network Adapter Settings and Power On

Perform this procedure for all Windows VMs.

#### Procedure

- 
- Step 1** Select the Virtual Machine in the vSphere client. Right-click the VM and choose **Edit settings**.
- Step 2** On the **Hardware** tab, select each Network adapter. Make sure that **Connect at power on** in the Device Status group is checked:
- Step 3** Power on the virtual machine.
- Important** Do not press Ctrl-Alt-Delete. If you press Ctrl-Alt-Delete after powering on, the customization does not take effect. You must complete it manually.
- Step 4** Wait for the VM to restart and to apply customization. This can take five to ten minutes.
- 

### Recover from Pressing Ctrl-Alt-Del During Power-On

Validate Network Adapter Settings and Power On initializes the customization process. Although you are prompted to press **Ctrl-Alt-Delete** after powering on, doing so prevents the customization from taking effect. DO NOT press **Ctrl-Alt-Del**. If you inadvertently press **Ctrl-Alt-Del**, you have the following option to restore the customization.

#### Procedure

- 
- Step 1** Get the GoldenTemplate\_VMDataSheet.xls from the C:/GoldenTemplateTool/Archive.
- Step 2** Copy and paste the GoldenTemplate\_VMDataSheet.xls to C:/GoldenTemplateTool.

- Step 3** In the GoldenTemplate\_VMDataSheet.xls select **No** in all the rows for the column CREATEVM except for those which needs to re-deploy.
- Step 4** Else, you can enter that data manually for the VM.

### Edit Registry Settings and Restart VM

Perform this procedure for all Windows VMs.

#### Procedure

- Step 1** Select **Start > All Programs > Administrative Tools > Computer Management**.
- Step 2** On the left panel, expand **Computer Management (Local) > System Tools > Local Users and Groups > Users**.
- Step 3** On the right panel, right-click the administrator and select **Set Password**.
- Step 4** Click **Proceed** at the warning message, then enter the new password.
- Step 5** Click **OK**.
- Step 6** Access the Registry Editor (**Start > Run > regedit**).
- Step 7** Select **HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows NT > Current Version > Winlogon**.
- Set **AutoAdminLogon** to **0**.
  - Remove these keys if they exist: **DefaultDomainName** and **DefaultUserName**.
- Step 8** Restart the machine. If the machine is in the domain, log in to the domain.
- Step 9** Enter **NET TIME /DOMAIN:<domain>** command to synchronize time with the domain controller.

## Automated Cloning and OS Customization Using OVF

Sequence	Task	Done
1	Download Golden Template Automation Tool, on page 3	
2	Complete Automation Spreadsheet for Export, on page 9	
3	Run Automation Script for Export, on page 9	
4	Transport to Desired Location, on page 10	
5	Ensure Readiness of the Location, on page 11	
6	OS Customization Process, on page 7	



## Complete Automation Spreadsheet for Export

### Prerequisite:

Before the Export process, ensure that the VM has only one Network Adapter to export.

When you complete the automation spreadsheet to export, fill only the columns so that the export automation script creates export *OVFs* in the *OVF* subfolder of the GoldenTemplate directory.

**Table 1: Required Columns for Automation Spreadsheet for Export**

Column	Description	Example
CREATEVM	Select <b>NO</b> to skip VM creation.	NO
OPERATION	Select <b>ExportServer</b> to specify the operation you are performing with the script.	ExportServer
SOURCE_HOST_IP	The IP address of the physical server hosting the VM to be exported.	xx.xx.xxx.xxx
SOURCE_DATASTORE_NAME	The name of the Datastore defined in VMware.	datastore1(3)
SOURCE_VMNAME	The name of the VM that will be exported cannot contain spaces or special characters. Maximum of 32 characters.	TemplateRoggerA
GOLDEN_TEMPLATE_NAME	New Name for the Exported VM cannot contain spaces or special characters. Maximum of 32 characters.	CustomerRoggerA

Leave all the other columns blank.

## Run Automation Script for Export

The export script processes the data in the export spreadsheet and validates that the required fields are present in the correct format.

The script creates a folder from which you can import the OVF at the desired location.




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**Note** Run the script from the GoldenTemplate directory.

---

### Before you begin

Download and install VMware vSphere PowerCLI on the client computer.

## Procedure

- Step 1** Launch VMware vSphere PowerCLI (32-Bit) as administrator.
- Step 2** Enter `get-executionPolicy` command to determine whether the Restricted Execution policy is in effect or is unrestricted.
- Step 3** If the policy is restricted, enter `set-executionPolicy` command. At the Supply Values prompt, enter **Unrestricted** and then enter **Y**. This changes the execution policy, so that you can run unsigned scripts that you write on your local computer and signed scripts from other users
- Step 4** Enter `cd < GoldenTemplate directory>` command.
- Step 5** Enter the command to run the automation script using the following syntax:

Syntax:	Example:
<code>&lt;Path to the script&gt; &lt;Path of the spreadsheet&gt; &lt;vCenter IP / Hostname&gt; &lt;vCenter User&gt; &lt;Password to connect to vCenter&gt;</code>	<pre>. \scripts\DeployVM.PS1 C:\GoldenTemplate\GoldenTemplate_VMDataSheet.xls testvCenter testuser testpassword</pre>

This starts a script that parses the data, validates the data, and creates entries in the OVF folder in the GoldenTemplate directory.

Script is run despite errors. Errors get displayed on the screen and stored in the log file.

Script takes several hours to complete.

After completion, script generates a status report in the Report folder. The status report has a link to the Log file. Use this file to debug error conditions and to consult with Cisco Support.

**Figure 3: Status Report of Golden Template Tool**

Status Report of Golden Template Tool					
VM NAME	OPERATION	HOST IP	DATASTORE NAME	STATUS	DESCRIPTION
40PG-CUCM-Cust9-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust9-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust9-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust9-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust10-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-CUCM-Cust10-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust10-Pub	CREATE VM from A Template	aurora-f1-ch10-b3.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully
40PG-Finesse-Cust10-Sub	CREATE VM from A Template	aurora-f1-ch10-b6.cisco.com	Solidfire-HCS-40PG-3	Success	VM deployed successfully

[Log File](#)

## Related Topics

[Automated Cloning and OS Customization](#), on page 2

## Transport to Desired Location

After the successful completion of export process, the OVF files can be transferred to any desired location.

You can also transfer the GoldenTemplate directory to a USB device.



**Note** In that case, you would complete the import spreadsheet and run the import script from the USB drive.

## Ensure Readiness of the Location

Before completing the import spreadsheet and running the import script, the environment must be set up with the following:

- the ESXihost or vCenter
- the datastores

# Manual Cloning and OS Customization

- [Create Customization File for Windows Based Components, on page 11](#)
- [Deploy Virtual Machine from the Golden Template, on page 12](#)
- [Generate Answer File for VOS Product Virtual Machines, on page 12](#)
- [Copy Answer Files to Virtual Machines, on page 14](#)

## Create Customization File for Windows Based Components

Complete the following procedure to create the customization file for windows based components .

### Procedure

- 
- Step 1** In VMware vSphere Client, choose View > Management > Customization Specification Manager.
- Step 2** Click **New**.
- Step 3** On the New Customization Specification page, complete the new customization specification:
- a) From the Target Virtual Machine OS menu, choose Windows.
  - b) Under the Customization Specification Information, enter a name for the specification and an optional description and click **Next**.
- Step 4** On the Registration Information page, specify the registration information for this copy of the guest operating system. Enter the virtual machine owner's name and organization and click **Next**.
- Step 5** On the Computer Name page, click the most appropriate computer name option that identifies this virtual machine on the network.
- Step 6** On the Windows License page, specify the Windows licensing information for this copy of the guest operating system:
- a) Enter your product volume license key.
  - b) Check **Include Server License information** (required to customize a server guest operating system).
  - c) Click **Per server** to specify the server license mode. Enter 5 as the maximum number of connections you want the server to accept. Click **Next**.

- Step 7** On the Administrator Password page, enter a password for the administrator account and confirm the password by reentering it. Click **Next**.
- Step 8** On the Time Zone page, choose the time zone for the virtual machine and click **Next**.
- Step 9** On the Run Once page, click **Next**.
- Step 10** On the Network page, choose the type of network settings to apply to the guest operating system and click **Next**:
- Typical settings allow the vCenter server to configure all network interfaces from a DHCP server.
  - Custom settings require you to manually configure the network settings.
- Step 11** On the Workgroup or Domain page, click Windows Server Domain and enter the destination domain, the username, and the password for a user account that has permission to add a computer to the specified domain.
- Step 12** On the Operating System Options page, check Generate New Security ID (SID) to generate a new security identity and click **Next**.
- Step 13** On the Ready to complete page, review your Customization File Summary, and then click **Finish**.
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## Deploy Virtual Machine from the Golden Template

Complete the following procedure to deploy the virtual machine from the golden template. Use the deployment checklists to record the hosts, IP addresses, and SAN locations for your deployment.

### Procedure

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- Step 1** Right-click the template and choose Deploy Virtual Machine from this template.
- Step 2** Enter a virtual machine name, choose a location, and click **Next**.
- Step 3** On the Host/Cluster page, specify the host on which you want to store the template. Make sure that the host/cluster is valid. Click **Next**.
- Step 4** Click **Advanced**. Specify a valid datastore for the virtual machine that complies with the Cisco HCS for CC for Contact Center component you deploy.
- Step 5** Click **Next**.
- Step 6** Make sure that the data store RAID levels for the component that you install comply with conditions specified in the table of SAN Configuration for your deployment model.
- Step 7** Click **Thick provisioned Lazy Zeroed** to allocate a fixed amount of storage space to the virtual disk. Click **Next**.
- Step 8** Click **Customize** using an existing customization specification and click **Next**.
- Step 9** Select the customization file created in the Customization File for the Template.
- Step 10** Review the settings for the new virtual machine. Click **Finish**.
- 

## Generate Answer File for VOS Product Virtual Machines

Complete the following procedure to generate an answer file for VOS product Virtual machines.

## Procedure

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- Step 1** Open the link [http://www.cisco.com/web/cuc\\_afg/index.html](http://www.cisco.com/web/cuc_afg/index.html).
- Step 2** Configure the following cluster-wide parameters:
- Under Hardware, select **Virtual Machine for Primary Node Installed On**.
  - Under Product, select the product name and the product version.
  - Under Administrator credentials, enter the administrator username and password, and confirm the password.
  - Under Security Password, enter a password and confirm password.
  - Under the Application user credentials, enter the application username, password, and confirm the password.  
Use the same System Application or Administrator credentials for all nodes.
  - Under Certificate information, enter the organization name, unit, location, state, and country for the Unified CM and Unified Intelligence Center.
  - Under SMTP, check the box **Configure SMTP host** and enter the SMTP location.
- Step 3** Configure the following primary node parameters:
- Under NIC Interface Settings, check the check box **Use Auto Negotiation**.  
**Note** Do not change the MTU settings.
  - Under Network Information, enter the IP address, hostname, IP mask, and gateway information.  
Do not select the option **Use DHCP for IP Address Resolution**.
  - Under DNS, select the option **Configure Client DNS**, and enter Primary DNS IP and DNS name.
  - Under Timezone, select the option **Use Primary Time Zone Settings**.
  - Under Network Time Protocol, check **Use Network Time Protocol** and enter the IP address, NTP server name, or NTP Server Pool name for at least one external NTP server.
- Step 4** Configure the following secondary node parameters:
- Under NIC Interface Settings, check the check box **Use Auto Negotiation**.  
**Note** Do not change the MTU settings.
  - Under Network Information, enter the IP address, hostname, IP mask, and gateway information.  
Do not select the option **Use DHCP for IP Address Resolution**.
  - Under DNS, select the option **Configure Client DNS**, and enter primary DNS IP and DNS name.
  - Under Timezone, check **Use Primary Time Zone Settings** check box.
  - Under List of Secondary Nodes, click **Add Secondary Node**.
- Step 5** Click **Generate Answer files & License MAC** to download the answer file for publisher and first subscriber.  
**Note** For Unified CM, where an answer file for a second subscriber is required, close and open the answer file generator web page and enter the details for the publisher and second subscriber. Download the answer file for the second subscriber only, because you already downloaded the publisher file along with the first subscriber.
- Step 6** Perform steps given in section for mounting the answer files to VM.
- 

## Related Topics

[Copy Answer Files to Virtual Machines](#), on page 14

## Copy Answer Files to Virtual Machines

Golden Template automation tool generates answer files for unattended installations. Individual answer files get copied to the *C:\GoldenTemplateTool\_IO\PlatformConfigRepository* directory. These answer files are then converted to a floppy diskette file format and are used in addition to your VOS product DVD during the installation process.

### Before you begin

Download and then install WinImage 8.5 on the client computer from which the automation scripts will be run. <http://winimage.com/download.htm>

### Procedure

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- Step 1** Copy the generated Answer file to the folder and rename it to *platformConfig.xml*
- Example:**  
Copy *CUCM\_PUB\_SideA\_platformConfig.xml* to other location and rename it to *platformConfig.xml*
- Step 2** Launch WinImage and select **File > New > 1.44 MB** and click **OK**
- Step 3** Drag and drop *platformConfig.xml* into WinImage
- Step 4** When prompted to inject the file, click **Yes**.
- Step 5** Select **File > Save As**
- Step 6** From the **Save as type** list, choose **Virtual floppy image**. Provide the file name as *platformConfig.flp* and click **Save**
- Step 7** Open vSphere infrastructure client and connect to the vCenter. Go to the customer ESXi host where the VMs are deployed
- Step 8** Navigate to the **Configuration** tab. In the storage section, right click on the Datastore and choose **Browse Datastore**, create a folder named *<Product\_Node>*
- Example:**  
*CUCM\_PUB* .
- Step 9** **Upload** the *platformConfig.flp* file to the folder *<Product\_Node>*.
- Example:**  
*CUCM\_PUB* .
- Step 10** Navigate to the *<Product\_Node>* Virtual Machine(Ex: *CUCM\_PUB\_SideA*). Right-click and choose **Edit Settings**
- Step 11** On the Hardware tab, click **Floppy drive 1**, choose the radio button **Use The Existing Floppy Image in Datastore**.
- Step 12** Mount the **platformConfig.flp** from the *<Product\_Node>* folder (Ex: *CUCM\_PUB*) on the data store and click **OK**
- Step 13** Ensure that the Device status shows **Connect at Power On** checked for the Network adapter and for the Floppy drive and click **OK**.
-