Upgrade from a Standalone Deployment to a Coresident Deployment

Set Deployment Type in Unified CCE Administration Configuration

Ensure that the deployment type has been set to **UCCE: 2000 Agents Rogger** via CCE Web Administration tool.

Perform the following steps to set the deployment:

Procedure

Step 1	On **Administration & Data Server** open the Unified CCE Tools folder.
Step 2	Go to **Administration Tools** > **CCE Web Administration.**
Step 3	Log in as a **Config security group** member in the **user@domain**.
Step 4	Double-click **Unified CCE Administration**.
Step 5	Go to **Infrastructure Settings** > **Deployment Settings**.
Step 6	On the **Deployment Type** page, select **UCCE: 2000 Agents Rogger deployment** from the drop-down list and then click **Next**.

Note   Whenever you change the deployment type, you need to restart the Apache Tomcat on Logger and AWs.

What to do next

Set the principal AW and configure it with the Diagnostic Framework Service domain, username, and password if you have not already.

Install Publisher/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:

- For the Progger (Lab only) or 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.

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:

- For the Progger (Lab only) or 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, 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.

Set Up the System Inventory

Procedure

Step 1 In Unified CCE Administration, navigate to **Infrastructure Settings** > **Inventory** .

Step 2 Add the new machine to the System Inventory:

a) Click **New**.

The **Add Machine** popup window opens.

b) From the Type drop-down menu, select the following machine type:

CUIC_LD_IdS Publisher, for the coresident Unified Intelligence Center, Live Data, and Identity Service machine available in the 2000 agent reference design.

c) In the **Address** field, enter the FQDN or IP address of the machine.

d) Enter the machine's Administration credentials.

e) Click **Save**.

The machine and its related Subscriber or Secondary machine are added to the System Inventory.

Configure Live Data with AW

This command tells Live Data how to access the primary AW DB and the secondary AW DB. The command also automatically tests the connection from Live Data to the primary or secondary AW, checks to see if the configured user has appropriate AW DB access, and reports the results.

You can use the optional skip-test parameter if you do not want the test performed. When you include the skip-test parameter, no checking is done to see if the configured user has appropriate AW DB access, and no results are reported.

Note You do not need to configure the AW DB on both the Publisher and the Subscriber. The configuration is replicated between the Publisher and the Subscriber.

Before you begin

Before you can configure Live Data, you must first configure a SQL user (with special permissions) to work with Live Data, as described in Configure SQL User Account.

The SQL administrative user with read and write permissions must then run the following SQL queries for the SQL user configured to work with Live Data.

```
USE master
GO
GRANT CONTROL ON CERTIFICATE :: UCCESymmetricKeyCertificate TO "<user>"
GRANT VIEW DEFINITION ON SYMMETRIC KEY :: UCCESymmetricKey TO "<user>"
```

Procedure

Step 1   Log in to your Live Data server.

Step 2   Run the following command to configure Live Data with the primary AW DB. The command automatically tests the connection from Live Data, checks the user permission, and displays results.

(The skip-test parameter is optional; include it only if you do not want the test performed).

set live-data aw-access primary *addr port db user*   [*skip-test*]

Step 3   Run the following command to configure Live Data with the secondary AW DB. The command automatically tests the connection from Live Data, checks the user permission, and displays results.

(The skip-test parameter is optional; include it only if you do not want the test performed).

(The skip-test parameter is optional; include it only if you do not want the test performed).

show live-data aw-access   [*skip-test*]

Configure Live Data Unified Intelligence Center Data Sources

This command tells Unified Intelligence Center how to access Live Data.

Procedure

Step 1   Log in to your Live Data server.

Step 2   Run the following command to configure your Live Data Unified Intelligence Center data sources:

set live-data cuic-datasource *cuic-addr cuic-port cuic-user*

Restart Live Data

After you complete the configuration procedures for the AW and the Unified Intelligence Center data source, restart the Live Data system to enable the changes.

Procedure

Access the Live Data CLI and run the following command:
utils system restart