



Packaged CCE 4000 Agents Installation

- [Installation Tasks](#), on page 1

Installation Tasks

This section provides the sequence to create and set up virtual machines of various components that are required for the Packaged CCE 4000 Agents fresh installation. For information about creating VMs on the appropriate data centers for specific components, see *Unified CCE Reference Designs* section in the *Solution Design Guide for Cisco Unified Contact Center Enterprise*, at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/design/guide/pcce_b_soldg-for-packaged-cce-12_5/pcce_b_soldg-for-packaged-cce-12_5_chapter_01.html.

The table outlines the Packaged CCE 4000 Agents fresh installation tasks.

Table 1: Packaged CCE 4000 Agents Installation

Component Installation Tasks	
1	Create VM for Unified CCE PG , on page 2
2	Create VM for Unified CCE Rogger , on page 2
3	Create VM for Unified CCE AW-HDS-DDS , on page 3
4	Create VMs for the Cisco Unified Customer Voice Portal Servers , on page 4
5	Create VM for Cisco Unified Communications Manager Publisher , on page 5
6	Create VM for Cisco Unified Communications Manager Subscriber , on page 5
7	Create VMs for Cisco Finesse Primary Nodes , on page 6
8	Create VMs for Cisco Finesse Secondary Nodes , on page 6
9	Create VM for Cisco Unified Intelligence Center Publisher , on page 6
10	Create VM for Cisco Unified Intelligence Center Subscriber , on page 7
11	Create VM for Live Data Primary Node , on page 7

Component Installation Tasks	
12	Create VM for Live Data Secondary Node, on page 7
13	Create VM for Cisco Identity Service Publisher, on page 8
14	Create VM for Cisco Identity Service Subscriber, on page 8
15	Install Cisco Virtualized Voice Browser
16	(Optional) Create VM for Cisco Unified CVP Reporting Server, on page 4
17	(Optional) Install Media Server
18	(Optional) Install Enterprise Chat and Email
19	(Optional) Install the External HDS

For the post installation configurations of each component, see *Post Installation Configuration* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/configuration/guide/pcce_b_admin-and-config-guide_12_5/pcce_b_admin-and-config-guide_12_5_chapter_01.html.

Create Virtual Machines for Components

Create VM for Unified CCE PG

Follow this sequence of tasks to create a virtual machine for the Unified CCE PG.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Install Microsoft Windows Server
3	Install VMware Tools
4	Configure Network Adapters
6	Add Machine to Domain
7	Install Antivirus Software
8	Set Persistent Static Routes
9	Run Windows Updates
10	Install Cisco Unified Contact Center Enterprise

Create VM for Unified CCE Rogger

Follow this sequence of tasks to create a virtual machine for the Unified CCE Rogger.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Install Microsoft Windows Server
3	Install VMware Tools
4	Configure Network Adapters
5	Add Machine to Domain
6	Install Antivirus Software
7	Configure Database Drive
8	Set Persistent Static Routes
9	Run Windows Updates
10	Install Microsoft SQL Server
11	Install Cisco Unified Contact Center Enterprise

Create VM for Unified CCE AW-HDS-DDS

Follow this sequence of tasks to create a virtual machine for the Unified CCE AW-HDS-DDS.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Install Microsoft Windows Server
3	Install VMware Tools
4	Configure Network Adapter for Unified CCE AW-HDS-DDS, AW-HDS, HDS-DDS
5	Add Machine to Domain
6	Install Antivirus Software
7	Configure Database Drive
8	Run Windows Updates
9	Install Microsoft SQL Server
10	Install Cisco Unified Contact Center Enterprise
11	Configure Permissions in the Local Machine

Create VMs for the Cisco Unified Customer Voice Portal Servers

Follow this sequence of tasks to create the virtual machines for the Unified CVP Servers. Each Unified CVP Server combines the Unified CVP Call Server, Media Server, and VXML Server functionality.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Install Microsoft Windows Server NTP configuration is required if this machine is not in the same domain as the Unified CCE Rogers, AWs, and PGs. See NTP and Time Synchronization .
3	Install VMware Tools
4	Configure Network Adapters for Cisco Unified CVP
5	Add Machine to Domain
6	Install Antivirus Software
7	Run Windows Updates
8	Install Cisco Unified CVP Server
9	Install FTP Server

Create VM for Cisco Unified CVP Reporting Server

Follow this sequence of tasks to create a virtual machine for the Unified CVP Reporting Server.

Sequence	Task
1	Create a Virtual Machine from the OVA. Note The CVP Reporting Server can use the CVP Call Server's OVA template. However, the annotation name used should be generic. By default, the VM annotation is named as CVP VM template. After the VM is deployed, you must change the name. Do not use the terms Cisco, Finesse, CUIC, and CVP in the name because they are reserved for the core components. For example, instead of CVP-VM-Reporting-Server.ova, use SelfService-Reporting-Server.ova. If any of the core component names are used, the CVP Reporting Server fails the VM validation.
2	Install Microsoft Windows Server NTP configuration is required if this machine is not in the same domain as the Unified CCE Rogers, AWs, and PGs. See NTP and Time Synchronization .
3	Install VMware Tools
4	Configure Network Adapters for Cisco Unified CVP
5	Install Antivirus Software
6	Configure Database Drive

Sequence	Task
7	Run Windows Updates
8	Install Cisco Unified CVP Reporting Server
9	Add Machine to Domain

Create VM for Cisco Unified Communications Manager Publisher

Follow this sequence of tasks to create the virtual machine for the Unified Communications Manager Publisher.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Unified Communications Manager Publisher. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Unified Communications Manager
6	Create a Unified Communications Manager AXL User Account
7	Generate and install the Unified Communications Manager License.
8	Activate Services

Create VM for Cisco Unified Communications Manager Subscriber

Follow this sequence of tasks to create the virtual machine for the Cisco Unified Communications Manager Subscriber.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Unified Communications Manager Subscriber. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Generate and install the Unified Communications Manager License.
6	Activate Services

Create VMs for Cisco Finesse Primary Nodes

Follow this sequence of steps to create a virtual machine for each of the Cisco Finesse Primary nodes.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Finesse Primary node. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Finesse

Create VMs for Cisco Finesse Secondary Nodes

Follow this sequence of tasks to create the virtual machine for each of the Cisco Finesse Secondary nodes.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Finesse Secondary node. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Cisco Unified Intelligence Center Publisher

Follow this sequence of tasks to create the virtual machine for the Unified Intelligence Center Publisher.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Unified Intelligence Center Publisher. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Unified Intelligence Center

Create VM for Cisco Unified Intelligence Center Subscriber

Follow this sequence of tasks to create the virtual machine for the Unified Intelligence Center Subscriber nodes.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Unified Intelligence Center Subscriber. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Live Data Primary Node

Follow this sequence of steps to create a virtual machine for the Cisco Live Data Primary node.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Live Data Primary node. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Live Data Secondary Node

Follow this sequence of steps to create a virtual machine for the Cisco Live Data Secondary node.

Sequence	Task
1	Create a Virtual Machine from the OVA. Select Small Live Data Server from the drop-down list for 4000 Agents deployment. Select Larger Live Data Server from the drop-down list for 12000 Agents deployment.
2	Configure DNS Server
3	Install the Cisco Live Data Secondary node. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Set Live Data Secondary Node
5	Install VMware Tools

Create VM for Cisco Identity Service Publisher

Follow this sequence of steps to create a virtual machine for the Cisco Identity Service Publisher node.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Identity Service Publisher node. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Cisco Identity Service Subscriber

Follow this sequence of steps to create a virtual machine for the Cisco Identity Service Subscriber node.

Sequence	Task
1	Create a Virtual Machine from the OVA.
2	Configure DNS Server
3	Install the Cisco Identity Service Subscriber node. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Set IdS Subscriber Node
5	Install VMware Tools