



# Packaged CCE 12000 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 12000 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](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 12000 Agents fresh installation tasks.

**Table 1: Packaged CCE 12000 Agents Installation**

Component Installation Tasks	
1	<a href="#">Create VM for Unified CCE PG</a>
2	<a href="#">Create VM for Unified CCE Logger, on page 2</a>
3	<a href="#">Create VM for Unified CCE Router, on page 3</a>
4	<a href="#">Create VM for Unified CCE AW-HDS, on page 3</a>
5	<a href="#">Create VM for Unified CCE HDS-DDS, on page 3</a>
6	<a href="#">Create VMs for the Cisco Unified Customer Voice Portal Servers</a>
7	<a href="#">Create VM for Cisco Unified Communications Manager Publisher</a>
8	<a href="#">Create VM for Cisco Unified Communications Manager Subscriber</a>
9	<a href="#">Create VMs for Cisco Finesse Primary Nodes</a>
10	<a href="#">Create VMs for Cisco Finesse Secondary Nodes</a>
11	<a href="#">Create VM for Cisco Unified Intelligence Center Publisher</a>

Component Installation Tasks	
12	Create VM for Cisco Unified Intelligence Center Subscriber
13	Create VM for Live Data Primary Node
14	Create VM for Live Data Secondary Node
15	Create VM for Cisco Identity Service Publisher
16	Create VM for Cisco Identity Service Subscriber
17	Install Cisco Virtualized Voice Browser
18	(Optional) Create VM for Cisco Unified CVP Reporting Server
19	(Optional) Install Media Server
20	(Optional) Install Enterprise Chat and Email
21	(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](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 Logger

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

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	Run Windows Updates
9	Install Microsoft SQL Server
10	Install Cisco Unified Contact Center Enterprise

## Create VM for Unified CCE Router

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

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	Run Windows Updates
8	Install Cisco Unified Contact Center Enterprise

## Create VM for Unified CCE AW-HDS

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

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 VM for Unified CCE HDS-DDS

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