



Installation Preparation

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Installation Scenarios

Unified CCX installation has the following installation options:

- Standard installation - This option allows you to install Unified CCX software from the installation disc.
- Unattended installation - This option allows you to use the installation disc and a preconfigured USB disk to install Unified CCX software unattended.
- Virtualization - Unified CCX supports installation on a virtual machine.



Note For more information, see the Unified CCX Virtualization related information located at: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html.

Table 1: Installation Scenarios

Installation Scenario	Tasks
Standalone (Single Node) Setup	Standard Installation: <ul style="list-style-type: none">• Install Unified CCX from Installation DVD• Configure First Node Unattended Installation: <ul style="list-style-type: none">• Perform Unattended Installation Using Answer File Generator• Configure First Node

Installation Scenario	Tasks
High Availability (Two Node) Setup	<p>Standard Installation:</p> <ul style="list-style-type: none"> • Install Unified CCX from Installation DVD • Configure First Node • Add Second Node • Install Unified CCX on Second Node • Configure Second Node <p>Unattended Installation:</p> <ul style="list-style-type: none"> • Perform Unattended Installation Using Answer File Generator • Configure First Node • Add Second Node • Perform Unattended Installation Using Answer File Generator • Configure Second Node



Note You can use the Cisco Prime Collaboration Deployment application also to install your cluster. For more information, see *Cisco Prime Collaboration Deployment Administration Guide*.

System Requirements

For information about system requirements, see the Unified CCX Compatibility related information located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>



Note To install VMware ESXi 6.5 or upgrade VMware ESXi 6.0 to ESXi 6.5, use the VMware File System version 5 (VMFS5).

Important Considerations Before Installation

Read the following information carefully before you proceed with the installation:

- Unified CCX can only be installed on virtual machines and not on bare metal servers.

- DNS configuration and domain fields are mandatory for Unified CCX installation. Both forward and reverse lookups are required. DNS is required for the Unified CCX Chat feature to function and for integration with ICM by hostname in Unified IP IVR.
- When you Install Unified CCX on an existing server formats the hard drive, it overwrites all existing data on the drive. It also upgrades the system BIOS, firmware, and Redundant Array of Inexpensive Disks (RAID) configuration if they are outdated.
- Ensure that you connect each Unified CCX node to an uninterruptible power supply (UPS). This protects the Unified CCX server from unexpected power failure that damages the physical media.
- All servers in a cluster must run the same release of Unified CCX. The only exception is while upgrading cluster software, during which a temporary mismatch is allowed.
- Configure the server by using a static IP address so that the server IP address remains unchanged.
- Do not attempt to perform any configuration tasks during the installation.
- The field values (namely hostname and passwords) that you enter while you are running the installation program are case-sensitive. Hostname must be in lower case and the character limit is 24 characters.
- Ensure that the administrator username is not the same as that of any end user in CUCM.
- When you insert or remove a USB drive, you might see error messages on the console similar to “sdb: assuming drive cache: write through.” You can safely ignore these messages.
- Ensure that the third-party web services support TLS version 1.2 before you integrate any third-party web services.

Preinstallation Tasks

Procedure

- Step 1** If the system time is from an Network Time Protocol (NTP) server (mandatory for VMware deployments), verify that the first node synchronizes with the NTP server before you install a second node.
- Note** If the first node fails to synchronize with an NTP server, installation of a second node also fails.
- Step 2** If the firewall is in the routing path, disable the firewall between nodes. Increase the firewall timeout settings until you complete the installation.
- Step 3** Record the network interface card (NIC) speed and duplex settings of the switch port to which you will connect the new server.
- Step 4** Enable PortFast on all switch ports that are connected to Cisco servers.
- Caution** Do not run Network Address Translation (NAT) or Port Address Translation (PAT) between Unified CCX nodes.
- Step 5** Obtain a license file. For more information, see **Obtain License MAC Before Installation**.
- Step 6** If you choose to apply a patch during installation, use a Secure File Transfer Protocol (SFTP) server that is certified by Cisco through the Cisco Technology Developer Partner program (CTDP). For more information

about Supported SFTP Servers, see *System Requirements* section in *Cisco Unified Contact Center Express Admin and Operations Guide*.

Related Topics

[Obtain License MAC Before Installation](#)