Preparation for Unified Intelligence Center

You can perform a fresh installation or upgrade of Unified Intelligence Center on supported virtual machines. Also, you can perform an upgrade from previous versions to 12.0(1), by first upgrading Unified Intelligence Center to 10.x and then to 12.0(1). For more information, see *About Upgrades*.

Install VMware ESXi

Before you begin your Unified Intelligence Center installation, you must install VMware ESXi and configure the virtual server.

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>
> **Note**
> - Release 12.0(1) is supported only on VMware ESXi 6.0 and 6.5. VMware ESXi 6.5 is supported only with VMware File System Version 5 (VMFSv5).
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> - For both fresh installation of ESXi 6.5 and upgradation from ESXi 6.0 to ESXi 6.5, ensure to retain the VMFS version as 5.

Procedure

Step 1 Refer to Unified Communication Virtualization at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html to install, setup, and configure the UCS Hardware.

Step 2 Configure the UCS Network. See UCS Network Configuration at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html for more information.

Step 3 Use the instructions mentioned in the
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html
to install VMWare ESXi 6.0 and 6.5 (with VMFSv5) on your **UCS B-series and C-series** server.

Step 4 After ESXi is installed successfully, reboot the server.

Deploy Unified Intelligence Center Open Virtualization Format/Open Virtual Appliance (OVF/OVA) Template

Open Virtualization Format/Open Virtual Appliance (OVF/OVA) is an open standard for packaging and distributing virtual appliances. Files in this format have an extension of .ova. The naming convention for the OVF/OVA template is `PRODUCT_COMPONENT_USER COUNT_VERSION_VMVER.ova`.

The OVF/OVA template defines the configuration of the virtual machine hardware. The configuration of a Cisco Unified Communications application virtual machine must match a supported virtual machine template. This section describes the steps to deploy a Unified Intelligence Center OVF/OVA template on the virtual machine.

Procedure

Step 1 Log in to **ESXi** using *VMWare Vsphere* or any other compatible client.

Step 2 Highlight the host or cluster to which you want to deploy the Virtual Machine.

Step 3 Select **File** > **Deploy OVF/OVA Template**.

Step 4 Click **Deploy from File/Template** and specify the name and location of the OVF/OVA file (with a *.ova* extension)

Alternatively, you can click **Deploy from URL** and specify the URL of the OVF/OVA file.

Step 5 Click **Next**.

Step 6 Verify the details of the template, and click **Next**.

Step 7 Specify a name for the **Virtual Machine** that you are about to create and choose an inventory location on your host.

Step 8 Click **Next**.

Step 9 Choose the **Deployment Configuration Type** from the drop-down.

a) **Co-Resident**: To deploy options with CUIC, LD and IdS.

b) **Stand-Alone**: To deploy option with CUIC only.

Step 10 Click **Next**.

Step 11 In Disk Format, click **Next** .

Step 12 Verify the deployment settings, and click **Finish**.

The virtual machine that you added is listed under the UCS server tree in the **vSphere Client** home page.

Specify Location of Unified Intelligence Center Installable

Procedure

Step 1	Select the newly added Virtual Machine.
Step 2	From the **Inventory** menu, select **Virtual Machine** > **Edit Settings**.
Step 3	In the **Hardware** tab, select **CD/DVD Drive 1**.
Step 4	Select one of the following options to specify the location where you have the bootable Unified Intelligence Center installer file:

    a) **Client Device** – If you want to use the CD/DVD drive on the client machine from where you are accessing the virtual machine remotely.

    b) **Host Device** – If you want to use the CD/DVD drive on the ESXi host machine.

    c) **Datastore ISO file** – If you want to use the datastore on the virtual machine. Before using this option, ensure that the Bootable iso image of Unified Intelligence Center is copied to the datastore of the ESXi host.

> **Note**   Ensure that you set the boot order by making **CD ROM** the first device upon power up. For details, refer to Set Boot Order, on page 3.

Step 5	Click **OK** to save and close the **Virtual Machine Properties** window.

Important: Make sure that you have copied or inserted the CD/DVD with the Unified Intelligence Center installable in the appropriate location before you proceed with the next step.

Related Topics

Set Boot Order

To set the boot order:

Procedure

Step 1	From the **Inventory** menu, select **Virtual Machine** > **Edit Settings**.

The Virtual Machine Properties window appears.

Step 2	In the **Options** tab, select **Boot Options**.
Step 3	Select **Force BIOS Setup**.

> **Note**   When you restart the Virtual Machine, you will see the BIOS screen in the **VM console** tab.

Step 4	In the **BIOS** screen, select **Boot Options** > **make the CD/DVD ROM as the first device for bootup**.

Step 5 Click **Save**.

Install Cisco Unified Intelligence Center on Virtual Machine

Procedure

Step 1 Select the virtual machine and click **Power** > **Power On** from the shortcut menu. Alternatively, from the **Inventory** menu, select **Power** > **Power On**.

Step 2 The virtual machine powers on and Unified Intelligence Center installation starts up automatically. Follow the steps mentioned in Installation — All Nodes to complete the Unified Intelligence Center installation.

When using Unified Intelligence Center on the UCS Servers, note the following:

- The answer file generated by the Answer File Generator (platformConfig.xml) is not readable from a USB key. The Answer File Generator generates a floppy image [FLP - virtual floppy] for performing an unattended installation.

- USB tape backup is not supported. Use SFTP instead.

- Install logs are written only to the virtual serial port.

- Unattended installs use virtual floppy instead of USB.

- Boot order is controlled by the BIOS of the VMware VM.

- Hardware BIOS, firmware, and drivers must be the required level and configured for compatibility with Unified Intelligence Center-supported VMware product and version.

Note vSphere provides you with a console that you can use to provide inputs during the installation. To open the console, select the virtual machine from the vSphere home page and click **Open Console** from the shortcut menu. Alternatively, select the virtual machine and click the **Console** tab in the right pane of the **vSphere** home page. Pointing and clicking anywhere in the console window will allow you to enter data in the console. Once you start working on the console, the mouse is locked and you can no longer use it. Use **Tab** key to navigate and use the **Enter** button to commit the values you entered. To release the mouse from the console window, press **Ctrl** + **Alt**.

Related Topics

Installation Media
Before You Begin
Enter Pre-Existing Configuration Information
Configure Basic Install
Post-Install Configuration