SocialMiner Installation

SocialMiner is installed as an appliance using the Cisco Unified Communications Operating System (Unified OS). The operating system and the SocialMiner application are installed together using a similar installation process as other Unified OS products such as Cisco Unified Communications Manager and Cisco Unified Intelligence Center.

SocialMiner operates on a VMware Virtual Machine (VM) on hardware that is running a VMware Host Server. SocialMiner currently supports installation of only a single node (as opposed to a duplexed or redundant system).

Additional information to help plan for SocialMiner installation and deployment is available in the *Design guidance* section of *Cisco SocialMiner User Guide*:

https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-user-guide-list.html.

Note Cisco does not support changing the hostname or IP address on any server once they have been set.

Install SocialMiner

Perform the following steps to install SocialMiner:

Procedure

Step 1 Create a virtual machine using a VMware Open Virtual Format template.

Step 2 Use the respective version specific OVA template for the fresh installation of SocialMiner.

Note Ensure that Cisco SocialMiner OVA template is deployed for a successful install. The install stops if no Cisco SocialMiner OVA template is found in the deployment.

a) Go to https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189 and download this template.

The Cisco SocialMiner version specific Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the respective SocialMiner release version. This OVA contains all supported virtual machine configurations of this release.

Step 3   When deploying the template, select either a large or a small deployment from the drop-down list.

Step 4   Mount the SocialMiner DVD or ISO file to the virtual machine and set the virtual machine to boot from the SocialMiner DVD. The installation wizard opens. Use Tab to navigate between elements and then press the space bar or the Enter key to select the element and proceed.

Step 5   Perform the media check when prompted.

Step 6   Follow the instructions on the screen and select **Yes** or **Continue**.

Step 7   Use the arrow keys to highlight the correct time zone and then use Tab to navigate to the **OK** button. Press **Enter** to proceed.

Step 8   Provide the network information for SocialMiner. You must provide valid hostname with matching IP address. The system confirms that the hostname matches the IP address later in the installation process.

Step 9   Select **Yes** to provide DNS Client Settings for SocialMiner. Provide DNS servers and the domain. Select **OK**.

Step 10   Provide an Administrator ID and password. This credentials is for platform (Unified OS) administration.

Step 11   Provide information about your organization. This information generates the security (SSL) certificates for this server.

Step 12   You must provide at least one NTP Server. Enter the NTP host address and select **OK**.

Step 13   Provide a security password.

Step 14   Provide a username and password for the SocialMiner administrator. You can import additional SocialMiner users from Active Directory after the SocialMiner installation is complete.

Step 15   The confirmation window opens. You can select **Back** to change settings or **OK** to complete the installation. Installation can take up to two hours. The server may reboot to complete the installation steps. If you install from an ISO file and see the virtual machine message to "Disconnect anyway (and override the lock)?", select **Yes**.

A sign-in prompt appears on the server console.

Step 16   After the installation is complete, perform the one-time setup tasks listed in Additional Configuration Options, on page 2.

Additional Configuration Options

Procedure

Step 1   If your system is installed behind a firewall, set up an HTTP proxy so that feeds can access sites on the Internet.

Step 2   Configure Active Directory so that additional users can sign in.

Step 3   If you want to use Cisco Unified Intelligence Center, set up the reporting user so that the reporting tool can access the reporting database.