



Before You Install

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About Cisco Unified Intelligence Center

Unified Intelligence Center can be installed as a standalone server or as a cluster of a maximum of eight server nodes. There is one mandatory publisher node (called the *Controller*) and a maximum of seven subscriber nodes (called *Members*). The Controller node includes a Member; thus a deployment can consist of a Controller only.

All nodes must meet latency requirements as described in the *Cisco Unified Intelligence Center Solution Reference Network Design (SRND) Guide*.

The primary node (the *Controller*) includes both the Administration (Operations, Administration, Maintenance, and Provisioning or OAMP) and the Unified Intelligence Center Reporting web applications. A Controller is required in all deployments. A deployment can consist of a Controller only.

The Member nodes have the Unified Intelligence Center Reporting web application only.

Unified Intelligence Center is installed on Cisco Unified Voice Operating System (VOS). This is an appliance model or "closed box" and does not support navigation into, or manipulation of, the file system.

Unified Intelligence Center must be installed on a Virtual Machine running over UCS B-Series and C-Series Servers or equivalent hardware.

The disk capacity and hardware type of Member nodes should be equal to or greater than those of the Controller node.

For Cisco Unified Intelligence Center Hardware and Software Specification, refer *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html> and *Compatibility Matrix for Unified CCX* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>.

See the *Cisco Unified Intelligence Center Solution Reference Network Design (SRND) Guide*, available in the Design Guides category at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

Prerequisites and Important Considerations

Before you proceed with the installation and upgrade, note these important requirements:

- You must have access to a Network Time Protocol (NTP) server.
- You must have a preconfigured default router.
- You must have a preconfigured Domain Name Server (DNS).
- You must install the primary node (the Controller).
- Request a license file from Cisco Systems, Inc. For more information, see *Download the License*. When the primary node installation is complete, and *before installing* a Member node, you must sign in to the Administration console to apply for the license and to define the Member node.
- All configured nodes in a cluster must be installed and started before you install a new node. For example, if the Controller and one Member have been installed and you are about to add a second Member, the Controller and first Member must be started and available so that the second Member is able to access them.
- Installation on an existing (repurposed) server formats the hard drive and erases all data. It might also change the system Basic Input Output System (BIOS), firmware, and Redundant Array of Inexpensive Disks (RAID) configuration.
- On the installation configuration screens:
 - Values—such as host names, User IDs, and passwords—are case-sensitive.
 - You must enter the same security password on all nodes in the cluster. Keep a record of this password; you will need to use it if you replace or add a server in the future or if you want to replace the old security password with a new one.
 - Use the default Maximum Transmission Unit (MTU) setting, for all nodes in the cluster.

Related Topics

[Download the License](#)

Configuration Worksheet

Use this worksheet to record network and password information that the basic installation configuration wizard prompts you to enter. Store this worksheet information for future reference.

Table 1: Configuration Worksheet

| Configuration Data | Your Entry |
|--------------------|------------|
| Host Name | Controller |
| | Member 1 |
| | Member 2 |

| Configuration Data | Your Entry |
|--|--|
| IP Address | Controller |
| | Member |
| Gateway (GW) Address | — |
| Primary DNS IP Address | Controller |
| | Member |
| Secondary DNS IP Address | Controller |
| | Member |
| Domain | — |
| Username | — |
| | Note Ensure that you use the same System Administrator credentials for all nodes. |
| System Administrator Password | — |
| Timezone Use the same Timezone for all nodes. | — |
| Certificate Information | Organization |
| | Unit |
| | Location |
| | State |
| | Country |
| NTP Server Host Name or IP Address | NTP Server 1 |
| | NTP Server 2 |
| | NTP Server 3 |
| | NTP Server 4 |
| | NTP Server 5 |
| Database Access Security Password | Security Password |
| | Servers in the cluster use the security password to communicate with one another. The security password is also used by the Disaster Recovery System (DRS) for encryption of the backup file. Note You must enter the same security password for all servers in the cluster. |

| Configuration Data | Your Entry |
|---|---|
| Simple Mail Transfer Protocol (SMTP) Location Host Name | SMTP Host Name or IP Address |
| Credentials | Application User ID |
| | Application User Password |
| | The Application User defined during the Controller installation is the only credential recognized by Unified Intelligence Center. Note Ensure that you use the same System Application credentials for all nodes. |

Installation Sequence and Time

A Unified Intelligence Center can include one or multiple nodes. The installation for each node can take about an hour. For most of that time, it can run unattended.

You must perform the installation on the primary node/Controller first.

Some configuration and installation processes differ slightly for the first node (Controller) and for the Members. This is noted in these instructions.

Installation Wizard Navigation

Much of the installation requires no action on the part of the person who runs it. When user input *is* required, use the following *keyboard* navigation and selection actions.

The installation wizard screens do not recognize a mouse or a touchpad.

Table 2: Installation Wizard Navigation

| To Do This | Press This Key |
|-----------------------------|------------------------------------|
| Move to the next field | Tab |
| Move to the previous field | Alt-Tab |
| Choose an option | Spacebar |
| Scroll up or down a list | Up or Down arrow keys |
| Go to the previous screen | Tab to Back and press the Spacebar |
| Get information on a screen | Tab to Help and press the Spacebar |
| Scroll up and down a list | Up or Down arrow keys |