Packaged CCE 2000 Agents Installation

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Installation Tasks

This section provides tasks to create and set up virtual machines (VM) of various components that are required for the Packaged CCE 2000 Agents installation. For information about creating VMs on the appropriate data centers for specific components, see the *Unified CCE Reference Designs* section in the Solution Design Guide for Cisco Packaged Contact Center Enterprise.

Note If your Reference Design layout is on the Cisco HX220c-M5SX or Cisco HX220c-M6S servers, auto-discovery (to identify and validate the components on ESXi servers) is based only on the first node of the Hyperflex cluster.

Note If you have Cisco UCS C240 M5SX or Cisco UCS C240 M6SX or Cisco HX220c-M5SX or Cisco HX220c-M6S Tested Reference Configuration or Specification-Based hardware, make sure that the following core components are added on-box without changing the default annotations:

- Unified CCE Rogger
- Unified CCE AW/HDS/DDS
- Unified CCE PG
- Unified CVP Server
- Unified Intelligence Center (with coresident LiveData and IDS)
- Finesse

The following terms are reserved for core component annotations: Cisco, Finesse, CUIC, and CVP. Do not use these reserved terms in the annotations of any of the non-core component VMs.

Note   Take a backup of the VM Snapshot before installing the Packaged CCE software, because uninstallation support is not provided.

The table outlines the Packaged CCE 2000 Agents installation tasks.

Table 1: Packaged CCE 2000 Agents Installation

Component Installation Tasks	
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11	Install Cisco Virtualized Voice Browser
12	(Optional) Create VM for Cloud Connect Publisher, on page 8
13	(Optional) Create VM for Cloud Connect Subscriber, on page 8
14	(Optional) Create VM for Cisco Unified CVP Reporting Server, on page 7
15	(Optional) Install Media Server, on page 5
16	(Optional) Install Enterprise Chat and Email
17	(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.

Create Virtual Machines for Components

Create VM for Unified CCE PG

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

Sequence	Task
1	Using Packaged-CCE-UCCE.ova, Create a Virtual Machine from the OVA. Select **Medium PG** from the drop-down list.
2	Install Microsoft Windows Server
3	Install VMware Tools
4	Configure Network Adapters
5	Add Machine to Domain
6	Install Antivirus Software
7	Set Persistent Static Routes
8	Run Windows Updates
9	Install Cisco Unified Contact Center Enterprise

Create VM for Unified CCE Rogger

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

Sequence	Task
1	Using Packaged-CCE-UCCE.ova, Create a Virtual Machine from the OVA. Select **Rogger** from the drop-down list.
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	Set Persistent Static Routes
9	Run Windows Updates
10	Install Microsoft SQL Server

Sequence	Task
11	Install Cisco Unified Contact Center Enterprise

Create VM for Unified CCE AW-HDS-DDS

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

Sequence	Task
1	Using Packaged-CCE-UCCE.ova, Create a Virtual Machine from the OVA. Select **AW-HDS-DDS** from the drop-down list.
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 VMs for the Cisco Unified Customer Voice Portal Servers

Follow this sequence of tasks to create the virtual machines for the Unified CVP Servers. Each Unified CVP Server combines the Unified CVP Call Server, Media Server, and VXML Server functionality.

Sequence	Task
1	Using Packaged-CCE-CVP.ova, Create a Virtual Machine from the OVA. From the drop-down list: • Select **Cisco Unified CVP Call Server-VXML Server** from the drop-down list when you create the Unified CVP Server VM.
2	Install Microsoft Windows Server NTP configuration is required if this machine is not in the same domain as the Unified CCE Roggers, AWs, and PGs. See NTP and Time Synchronization.
3	Install VMware Tools

Sequence	Task
4	Configure Network Adapters for Cisco Unified CVP
5	Add Machine to Domain
6	Install Antivirus Software
7	Run Windows Updates
8	Install Cisco Unified CVP Server
9	Install FTP Server

Install Media Server

If the Media Server is external, install the following on the Media Server:

Sequence	Installation Tasks
1	Setup Unified CVP Media Server IIS
2	Install FTP Server

Create VM for Cisco Unified Communications Manager Publisher

Follow this sequence of tasks to create the virtual machine for the Unified Communications Manager Publisher.

Note For the Cisco UCS C240 M4SX Server, the Unified Communications Manager (CUCM) 12.5 and above installation must be off-box.

Sequence	Task
1	Using Packaged-CCE-CUCM.ova. Create a Virtual Machine from the OVA. Select **CUCM 10000 user node** from the drop-down list.
2	Configure DNS Server
3	Install the Unified Communications Manager Publisher. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Unified Communications Manager
6	Create a Unified Communications Manager AXL User Account
7	Generate and install the Unified Communications Manager License.
8	Activate Services

Create VM for Cisco Unified Communications Manager Subscriber

Follow this sequence of tasks to create the virtual machine for the Cisco Unified Communications Manager Subscriber.

Sequence	Task
1	Using Packaged-CCE-CUCM.ova, Create a Virtual Machine from the OVA. Select **CUCM 7500 user node** from the drop-down list.
2	Configure DNS Server
3	Install the Unified Communications Manager Subscriber. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Generate and install the Unified Communications Manager License.
6	Activate Services

Create VM for Cisco Finesse Primary

Follow this sequence of steps to create a virtual machine for the Cisco Finesse Primary node.

Sequence	Task
1	Using the Packaged-CCE-Finesse.ova, Create a Virtual Machine from the OVA. Select **2000 HTTPS Agent** from the drop-down list.
2	Configure DNS Server
3	Install the Cisco Finesse Primary node. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Finesse

Create VM for Cisco Finesse Secondary

Follow this sequence of tasks to create the virtual machine for the Cisco Finesse Secondary node.

Sequence	Task
1	Using Packaged-CCE-Finesse.ova, Create a Virtual Machine from the OVA. Select **2000 HTTPS Agent** from the drop-down list.
2	Configure DNS Server

Sequence	Task
3	Install the Cisco Finesse Secondary node. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Cisco Unified Intelligence Center Publisher

Follow this sequence of tasks to create the virtual machine for the Unified Intelligence Center Publisher. Live Data and the Cisco Identity Service are also installed on the same VM.

Sequence	Task
1	Using Packaged-CCE-CUIC.ova, Create a Virtual Machine from the OVA. Select **Co-Resident** from the drop-down list.
2	Configure DNS Server
3	Install the Cisco Unified Intelligence Center Publisher. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools
5	Configure the Cluster for Cisco Unified Intelligence Center

Create VM for Cisco Unified Intelligence Center Subscriber

Follow this sequence of tasks to create the virtual machine for the Unified Intelligence Center Subscriber. Live Data and the Cisco Identity Service are also installed on this VM.

Sequence	Task
1	Using Packaged-CCE-CUIC.ova, Create a Virtual Machine from the OVA. Select **Co-Resident** from the drop-down list.
2	Configure DNS Server
3	Install the Cisco Unified Intelligence Center Subscriber. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.
4	Install VMware Tools

Create VM for Cisco Unified CVP Reporting Server

Follow this sequence of tasks to create a virtual machine for the Unified CVP Reporting Server. The Unified CVP Reporting Server is an optional component.

Sequence	Task
1	Using the Packaged-CCE-CVP.ova template, create a virtual machine. For more information, see Create a Virtual Machine from the OVA. **Note** The CVP Reporting Server can use the CVP Call Server's OVA template. However, the annotation name used should be generic. By default, the VM annotation is named as CVP VM template. After the VM is deployed, you must change the name. Do not use the terms Cisco, Finesse, CUIC, and CVP in the name because they are reserved for the core components. For example, instead of CVP-VM-Reporting-Server.ova, use SelfService-Reporting-Server.ova. If any of the core component names are used, the CVP Reporting Server fails the VM validation. Select **Cisco Unified CVP Reporting Server** from the drop-down list.
2	Install Microsoft Windows Server NTP configuration is required if this machine is not in the same domain as the Unified CCE Roggers, AWs, and PGs. See NTP and Time Synchronization.
3	Install VMware Tools
4	Configure Network Adapters for Cisco Unified CVP
5	Install Antivirus Software
6	Configure Database Drive
7	Run Windows Updates
8	Install Cisco Unified CVP Reporting Server
9	Add Machine to Domain

Create VM for Cloud Connect Publisher

Follow this sequence of tasks to create the virtual machine for the Cloud Connect Publisher.

Sequence	Task
1	Using Packaged-CCE-cloudconnect.ova, Create a Virtual Machine from the OVA.
2	Install the Cloud Connect Publisher. See Install Publishers/Primary Nodes of VOS-Based Contact Center Applications.

Create VM for Cloud Connect Subscriber

Follow this sequence of tasks to create the virtual machine for the Cloud Connect Subscriber.

Sequence	Task
1	Using Packaged-CCE-cloudconnect.ova, Create a Virtual Machine from the OVA.
2	Set Cloud Connect Secondary Node. See Set Cloud Connect Secondary Node.

Sequence	Task
3	Install the Cloud Connect Subscriber. See Install Subscribers/Secondary Nodes of VOS-Based Contact Center Applications.