



Cisco SocialMiner Installation and Upgrade Guide, Release 10.6(2)

First Published: 2017-05-23

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Preface

This document explains how to install and upgrade Cisco SocialMiner. Review all installation instructions carefully before you install or upgrade SocialMiner.

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Change History

Change	See	Date
Updated chapter <i>SocialMiner Installation</i>	Install SocialMiner , on page 3	March 2017
Updated chapter <i>SocialMiner Upgrade</i>	Important Considerations for Upgrade , on page 5	March 2017

Audience

This guide is intended for Cisco SocialMiner system administrators.

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at: <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Documentation Feedback

To provide your feedback for this document, send an email to:

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CHAPTER

1

System Requirements

- [System Requirements, page 1](#)

System Requirements

For information about system requirement, see *Version 10.6(2)* at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-socialminer.html.



CHAPTER 2

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.

- [Install SocialMiner, page 3](#)
- [Additional Configuration Options, page 4](#)

Install SocialMiner

Perform the following steps to install SocialMiner Release 10.6(2):

Procedure

- Step 1** Create a virtual machine using a VMware Open Virtual Format template.
- Step 2** Use the OVA template `Cisco_SocialMiner_v10.6_VMv8.ova` for the fresh installation of SocialMiner Release 10.6(2).
- a) Go to <https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189> and download this template.
- The Cisco SocialMiner 10.6(2) Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the SocialMiner 10.6(2) release. 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 4](#).
-

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.
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SocialMiner Upgrade

- [Important Considerations for Upgrade, page 5](#)
- [Upgrade Overview, page 5](#)
- [Upgrade Tasks, page 6](#)

Important Considerations for Upgrade

- Perform a DRS backup before you upgrade.
- Upgrade SocialMiner during off-peak hours or during a maintenance window to avoid service interruptions.
- You can trigger the switch to new version immediately after you complete the upgrade.
- You might experience a delay of approximately 10-15 minutes before the services start during the first boot of the SocialMiner system after the switch version. This is due to the migration of data during the first boot. This delay will not occur in subsequent restarts.
- You can choose to switch back to the older version at time if the newer version seems unstable or has performance issues. No data is migrated when you switch to the older version.

Upgrade Overview

SocialMiner Release 10.6(2) supports the following upgrade paths:

- From SocialMiner Release 10.6(1) to Release 10.6(2)

Before you begin upgrade, you must install the upgrade Cisco Options Package (COP) file (see [Table 1: COP File, on page 6](#)) only if you are upgrading from Release 10.6(1), and then upgrade SocialMiner using the Software Upgrades menu option in Unified OS Administration or by using the CLI.

The upgrade runs unattended and may take over two hours.

COP File for Upgrade

The following table lists the SocialMiner version and the corresponding COP file that you have to download and install before you begin the upgrade.

Table 1: COP File

Version	COP File
10.6.1.10000-102	ciscosm-refresh_upgrade-10.6.1.10000-102.cop.sgn

For more information about installing the COP file, see [Install COP File](#), on page 7

Upgrade Tasks

The following table lists the required tasks to upgrade SocialMiner.

Upgrade Path	Tasks
10.6.(1)t to 10.6(2)	<ol style="list-style-type: none"> 1 Install COP File, on page 7 2 Update Virtual Machine Settings, on page 6 3 Upgrade SocialMiner Using Cisco Unified OS Administration, on page 7 or Upgrade SocialMiner Using the CLI, on page 8 4 Verify Version after Switch Version, on page 9 5 Verify Version, on page 10

Update Virtual Machine Settings

Before you perform a upgrade to 10.6(2), you must modify SocialMiner Virtual Machine's operating system version, total video memory.

Procedure

-
- Step 1** Power off the virtual machine.
- Step 2** Change the operating system version to **Red Hat Enterprise Linux 6 (64-bit)**. Perform the following steps to change the operating system of the virtual machine:
- a) Right click on the virtual machine and then choose **Edit Settings**. The **Virtual Machine Properties** window appears.
 - b) In the **Options** tab, select **General Options** and choose **Red Hat Enterprise Linux 6(64-bit)** from the **Version** drop-down list.

- c) Click **OK**.
- Step 3** Increase the total video memory to 8 MB. Perform the following steps to increase the total video memory:
- Right click on the virtual machine and then choose **Edit Settings**.
The **Virtual Machine Properties** window appears.
 - In the **Hardware** tab, select **Video card**.
 - In the **Specify customer settings**, set **Total video memory** to 8 MB and then click **OK**.
- Step 4** Power on the virtual machine and continue with upgrade.
-

Install COP File

The Cisco Options Package (COP) file provides a generic method to deploy Cisco software outside the normal upgrade process. For example, you use a COP file to install new language packs or to patch fixes and virtualization tools. You must first download and save the COP file before applying it.



Note Unlike upgrades, COP files cannot be removed or rolled back. Contact Cisco TAC if you want to roll back the COP file.



Note If the ReadMe file for a specific COP file contradicts the following general guidelines, follow the instructions in the ReadMe file.

Procedure

- Step 1** Go to <http://software.cisco.com/download/navigator.html>.
 - Step 2** Click **Log In** and login by entering username and password.
 - Step 3** Choose from the list **Products > Customer Collaboration > Options for Contact Center Solutions > SocialMiner**.
 - Step 4** Click **SocialMiner Software**.
 - Step 5** Choose 10.6(2) from the list and download the COP file to a local source or an SFTP server that can be accessed by the Cisco SocialMiner server.
 - Step 6** Apply the file using the procedure [Upgrade SocialMiner Using the CLI](#), on page 8.
 - Step 7** Enter the command **utils system restart** to restart the server.
-

Upgrade SocialMiner Using Cisco Unified OS Administration

You can upgrade SocialMiner either from a local DVD or from a FTP/SFTP server.

Procedure

- Step 1** Open Unified OS Administration from the **Administration tab > Platform Administration** or access the URL **https://<servername>/cmplatform**, where <servername> is the hostname or IP address of your SocialMiner server.
 - Step 2** Log in to **Cisco Unified OS Administration** using administrator username and password.
 - Step 3** Choose **Software Upgrades > Install/Upgrade**.
 - Step 4** From the **Source** list, choose either **DVD** or **Remote Filesystem**.
 - Step 5** Enter the path of the upgrade file in the **Directory** field.
For **DVD**, enter "/" in the filepath.

For **Remote Filesystem**, enter the full path to the file that is located on the remote server.
 - Step 6** If you chose **Remote Filesystem**, follow the instructions on the screen; otherwise, go to **Step 7**.
 - Step 7** Click **Next** to see the list of upgrades that are available.
 - Step 8** Choose the appropriate upgrade file, and click **Next**.
 - Step 9** (Optional) To use the Email Notification feature, enter relevant information in the **Email Destination** and **SMTP server** fields.
 - Step 10** Click **Next** to initiate the upgrade process.
-

Upgrade SocialMiner Using the CLI

Procedure

- Step 1** Log in to platform application CLI using the administrator username and password.
 - Step 2** Enter the command **show version active** and check the current version.
 - Step 3** Enter the command **utils system upgrade initiate** to initiate the upgrade process.
 - Step 4** From the **Source** list, choose either **DVD** or **Remote Filesystem**.
 - Step 5** Enter the path of the upgrade file in the **Directory** field.
For **DVD**, enter "/" in the filepath.

For **Remote Filesystem**, enter the full path to the file that is located on the remote server.
 - Step 6** Follow the instructions on the screen.
Your entries are validated and the available files list is displayed.
 - Step 7** Select the ISO image file or the COP file that you want to apply from the available list, and confirm the installation when you are prompted.
 - Step 8** After the installation is completed, enter the command **show version inactive** and check the upgraded version.
-

Verify Version after Switch Version

You can check and perform switch version by using either of the following procedures: [Switch Version Using the Web Interface](#), on page 9 or [Switch Version Using the CLI](#), on page 9.

**Caution**

Never initiate switch version from the recovery CD.

**Note**

- Perform switch version in the same maintenance window to avoid additional downtime.
- The time required for switch version depends on the size of records in the database.

Switch Version Using the Web Interface

To check and perform switch version using the web interface, follow this procedure:

Procedure

- Step 1** Log in to **Cisco Unified OS Administration** using the administrator username and password.
- Step 2** Choose **Settings > Version** to check the versions.
- Step 3** Click **Switch Versions**, and click **OK** to initiate the switch version process.
- Step 4** Choose **Settings > Version** to check the active version.

Switch Version Using the CLI

To check and perform switch version using the CLI, follow this procedure:

Procedure

- Step 1** Log in to Cisco Unified Communications OS Platform CLI using the administrator username and password.
 - Step 2** Enter the command **show version active** to check the active version.
 - Step 3** Enter the command **show version inactive** to check the inactive version.
 - Step 4** Enter the command **utils system switch-version** to initiate the switch version process.
 - Step 5** Enter the command **show version active** to check the active version.
- Note** If switch version is unsuccessful, contact Cisco TAC.

Verify Version

Verify Version Using the Web Interface

To verify the active and inactive versions of SocialMiner using the web interface, follow this procedure:

Procedure

- Step 1** Log in to **Cisco Unified OS Administration** using the administrator username and password.
 - Step 2** Choose **Settings > Version** to check the current active and inactive versions.
-

Verify Version Using the CLI

To verify the active and inactive versions of SocialMiner using the CLI, follow this procedure:

Procedure

- Step 1** Log in to application platform CLI using the administrator username and password.
 - Step 2** Enter the command **show version active** to check the active version.
 - Step 3** Enter the command **show version inactive** to check the inactive version.
-

Upgrade VMware Tools

Procedure

- Step 1** Power on the virtual machine.
 - Step 2** Right click on the virtual machine and then choose **Guest > Install / Upgrade VMware tools**. The **Install/Upgrade Tools** window appears.
 - Step 3** Choose **Automatic Tools Upgrade** or **Interactive Tools Upgrade** and click **OK**.
 - If you choose **Automatic Tools Upgrade**, the process is complete.
 - If you choose **Interactive Tools Upgrade**, then complete the following steps:
 - a) Log in to platform application CLI using the administrator username and password.
 - b) Enter the command **utils vmtools refresh** .
The server reboots twice.
- The **Summary** tab of the virtual machine will display that the WMware tools that are running.
-

What to Do Next

- 1 Check the **Summary** tab of the virtual machine and verify that the version of the VMware tools is current.
- 2 If the version is not current, reboot the VM and check.

Change NIC Adapter Type

Procedure

- Step 1** Power off the virtual machine.
- Step 2** Right click on the virtual machine and then choose **Edit Settings**.
The **Virtual Machine Properties** window appears.
- Step 3** In the **Hardware** tab, select **Network adapter 1**, and then click **Add**.
The **Add Hardware** window appears.
- Step 4** Select **Ethernet Adapter** and then click **Next**.
The **Network Type** window appears.
- Step 5** Select the adapter type **VMXNET3**, click **Next**, and click **Finish**.
- Step 6** To remove the previous network adapter complete the following steps:
- a) Right click on the virtual machine and then choose **Edit Settings**.
The **Virtual Machine Properties** window appears.
 - b) In the **Hardware** tab, select **Network adapter 1**, and click **Remove**.
 - c) Click **OK**.
- Step 7** Power on the virtual machine.
-



Note If you choose to perform a switch-back to previous versions after upgrade, you do not need to modify the virtual machine parameters.
