



## Install or Upgrade SocialMiner

---

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 [Design Guidance](#).



---

**Note**

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

---

- [Install SocialMiner, page 1](#)
- [Upgrade SocialMiner, page 3](#)
- [Install Cisco Options Package \(COP\) files, page 6](#)

## Install SocialMiner

You can install SocialMiner release 10.6(1) directly or you can upgrade to release 10.6(1) from release 9.0(1), 10.0(1), or 10.5(1).



---

**Note**

If you upgrade from release 9.0(1), you must ensure that the release 9.0(1) COP5 file is installed before you begin the upgrade.

---

Before performing any upgrade, you must perform a DRS backup (see [System Backup and Restore](#)) to ensure that you can revert to the previous version if necessary.

# Install SocialMiner

Perform the following steps to install SocialMiner Release 10.6(1):

## 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(1).
- a) Go to <https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189> and download this template.  
The Cisco SocialMiner 10.6(1) Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the SocialMiner 10.6(1) 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 3](#).
-

## 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.
- 

## Upgrade SocialMiner

Before you upgrade to Release 10.6(1), you must perform a DRS backup (see [System Backup and Restore](#)) to ensure that you can revert to the previous version if necessary. The following upgrade paths are supported for release 10.6(1):

- From SocialMiner Release 9.0(1) COP5 to Release 10.6(1)
- From SocialMiner Release 10.0(1) to Release 10.6(1)
- From SocialMiner Release 10.5(1) to Release 10.6(1)

If you are running an earlier release, upgrade your software to release 9.0(1) COP5 before starting the upgrade to release 10.6(1).

You can upgrade SocialMiner using the Software upgrades tool in Unified OS Administration or by using the Command Line Interface (CLI).

The upgrade can run unattended and may take over an hour.

## Upgrade SocialMiner Using Cisco Unified OS Administration

### Procedure

---

- Step 1** Open Unified OS Administration from the **Administration tab > Platform Administration** or access the URL <http://<servername>/cmplatform> where <servername> is the Hostname or IP address of your SocialMiner server.
- Step 2** Select **Software Upgrade > Install/Upgrade**.
- Step 3** If you burned the files to CD or DVD, on the Software Installation/Upgrade dialog box
- a) Source— DVD or CD.
  - b) Directory—the directory for the DVD or CD including forward slash. For example, if the upgrade file is located on the root directory of a CD that is on Drive D, type "/D".
  - c) Server—leave blank.
  - d) User Name—leave blank.

e) Password—leave blank.

**Step 4** If the upgrade files are on a remote file server, on the Software Installation/Upgrade dialog box

- a) Source—Remote Filesystem.
- b) Directory—the path to the files. For example, "/SocialMiner/Installation".
- c) Server—the IP address of the remote server.
- d) User Name—the user name to access the remote server.
- e) Password—the password to access the remote server.

**Step 5** Click **Next**.

**Step 6** Choose the iso file from the Software Location field.

**Step 7** Click **Next**.

**Step 8** At the Software Installation/Upgrade screen, select **Reboot to Upgraded Partition**.

**Step 9** Click **Next**.

You see a series of messages as the upgrade installation proceeds.

When the upgrade is complete, verify that the

- system restarts
- correct version is active
- server status on the System Administration tab shows green checkboxes.

**Step 10** Turn off CSA (see [Turn CSA Off](#), on page 6).

---

## Upgrade Using the CLI

### Procedure

---

**Step 1** Download the appropriate SocialMiner release from Cisco.com and place the file on an FTP or SFTP server. You can also burn the ISO file to DVD.

**Step 2** Use SSH to sign in to your SocialMiner system with the platform administration account.

**Step 3** Use the CLI to run the command `utils system upgrade initiate`.

**Step 4** Follow the instructions provided by the `utils system upgrade initiate` command. An example of executing the command follows. Note that file names change with each release.

```
admin:utils system upgrade initiate
Warning: Do not close this window without first canceling the upgrade.
```

Source:

- 1) Remote Filesystem via SFTP
- 2) Remote Filesystem via FTP
- 3) Local DVD/CD
- q) quit

```
Please select an option (1 - 3 or "q" ): 2
Directory [q]: /FTP/PATH/TO/UPGRADE/IOS
Server [q]: FTP_HOSTNAME
User Name [q]: FTP_USERNAME
Password: *****
Checking for valid upgrades. Please wait...
Available options and upgrades in "/FTP/PATH/TO/UPGRADE/IOS":
1) UCSInstall_CCP_8_5_1_UCOS_8.5.4.10000-XX.sgn.iso
q) quit
Please select an option (1 - 1 or "q" ): 1
Accessing the file. Please wait...
Downloaded XXXX MB.
Checksumming the file...
Downloaded XXXX MB.
A system reboot is required when the upgrade process completes or is
canceled.
This will ensure services affected by the upgrade process are functioning
properly.
Downloaded: UCSInstall_CCP_8_5_1_UCOS_8.5.4.10000-X.sgn.iso
File version: 8.5.4.10000-X
File checksum: CHECKSUM
Automatically switch versions if the upgrade is successful (yes/no): yes
Start installation (yes/no): yes
The upgrade log is install_log_2011-03-10.09.52.58.log
Upgrading the system. Please wait...
06/10/2011 09:53:00 file_list.sh|Starting file_list.sh|<LVL::Info>
...
[Many lines of upgrade scripts running]
...
06/10/2011 11:41:31 upgrade_install.sh|Upgrade Complete -- (0)|<LVL::Info>
Successfully installed UCSInstall_CCP_8_5_1_UCOS_8.5.4.10000-XX.sgn.iso
The system upgrade was successful. A switch version request has been
submitted.
This can take a long time depending on the platform and database size. Continue to monitor the switch-over
process from the Unified OS command line interface (CLI).
The system reboots after the upgrade.
```

Verify that the system restarts, the correct version is active, and the server status on the System Administration tab shows green checkboxes.

**Step 5** Turn off CSA (see [Turn CSA Off](#), on page 6).

---

## Turn CSA Off

### Procedure

---

- Step 1** Access the CLI directly by signing in using the Administrator credentials.
- Step 2** Enter the command: `utils csa disable`. A message informs you that the system needs to restart and you are prompted to enter Yes.
- Step 3** Enter Yes to reboot.
- Step 4** All users must clear their browser caches and cookies ([clear the cache and cookies](#)) before accessing the SocialMiner user interface.
- 

## Install Cisco Options Package (COP) files

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

COP files can generally be installed on an active, running system in a shorter time frame than an upgrade file. Unlike upgrades, COP files cannot be removed or rolled back.

Use these instructions to install COP files:

- 1 Download the SocialMiner COP file from the Cisco Software site <http://www.cisco.com/cisco/software/type.html?mdfid=283613136&catid=null> to a local source or an SFTP server that can be accessed by the Cisco SocialMiner server.
- 2 Install the file using the procedure [Upgrade Using the CLI](#), on page 4. (Remember to replace the upgrade filename with the COP filename).
- 3 Reboot the server.
- 4 When the upgrade is complete, [clear the cache and cookies](#).



---

**Note** If the ReadMe file for a specific COP file contradicts these general guidelines, follow the instructions provided with the file.

---