

Install Cisco Contact Center SIP Proxy (CCCSP)

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Navigation within Installation Wizard

For instructions on how to navigate within the installation wizard, follow the table:

To Do This	Press This
Move to the next field	**Tab**
Move to the previous field	**Alt-Tab**
Select an option	Space bar or **Enter**
Scroll up or down in a list	Up or down arrow
Go to the previous window	Space bar or **Enter** to select **Back** (when available)
Get help information on a window	Space bar or **Enter** to select **Help** (when available)

Install and Configure CCCSP on the Virtual Machine

Before you begin

While installing CCCSP, you are prompted to enter different configuration information. Refer the table mentioned in the *Gathering Information for Installation* section wherever applicable.

Procedure

Step 1 From the **vCenter** window, open the console of your newly installed virtual machine.

Step 2 Prepare the virtual machine to install CCCSP:

a) You can power off the Virtual Machine (VM) if it is already not powered off.

b) Select **Edit** virtual machine settings to select the ISO image from CD/DVD drive using client device or from data store.
c) Save the VM settings and Power On the VM.
d) Navigate to the **Console** tab. A screen prompting you to check the integrity of the DVD appears.
e) Select **Skip** to skip media test and move to the next step.
f) If the media test was performed, after performing the hardware check, you get a prompt to restart the system. You need to select **Yes** to continue installation. After the system restarts, the Product Deployment Selection window displays.

Step 3 In the **Product Deployment Selection** window, confirm the product name **Cisco Contact Center SIP Proxy** is displayed. Click **OK** to proceed.

Step 4 In the **Proceed with the install** window, verify the version and click **Yes** to proceed.

Note
If you select **Yes** on the **Proceed with Install** window, all existing data on your hard drive gets overwritten and destroyed.

Step 5 In the **Platform Installation Wizard**, click **Proceed** to continue with the install configuration.
a) In the **Apply Patch** wizard, select **No** for the patch upgrade.
b) Click **Continue** to continue with the basic installation.

Step 6 In the **Basic Install** window, select **Continue** to install the software version or configure the pre-installed software.

Step 7 In the **Timezone Configuration** window, select your time zone and click **OK**.

Step 8 In the **Auto Negotiation Configuration** window, select **Continue**.

Step 9 In the **MTU Configuration** window, select the applicable option:
a) Select **No** to accept the default value (1500 bytes).
b) Select **Yes** to change the MTU size, enter the new MTU size, and select **OK**.

Caution
If you configure the MTU size incorrectly, your network performance can be affected.

Step 10 In the **DHCP Configuration** window, select the applicable option:
a) Select **Yes** to use DHCP server that is configured in your network. The network restarts and the Administrator Login Configuration window appears.
b) Select **No** to configure a static IP address for the server and continue with this procedure. The Static Network Configuration window appears.

Step 11 In the **Static Network Configuration** window, enter the following static network configuration values and click **OK**.

- Host Name
- Static IP Address
- Netmask
- Gateway IP address

Step 12 In the **DNS Client Configuration** window, select **Yes** and enable DNS configuration. Configure the following:

- Primary DNS Server IP address
- (Optional) Secondary DNS Server IP address
- Domain Name

The network restarts using the new configuration information, and the **Administrator Login Configuration** screen appears.

Step 13 Enter the **Platform Administrator ID** (OS admin) and set the **Password**. Click **OK** to continue.

Note
If you are restoring from CUSP 10.2 backup, enter the platform administrator username that is different from the CUSP 10.2 version application username.

Step 14 In the **Network Time Protocol Client Configuration** window, enter hostname or IP address of the NTP server(s). Click **OK** to configure the NTP.

Note
Cisco recommends that you use an external NTP server to ensure accurate system time. However, you can configure multiple NTP servers based on your requirements.

Step 15 In the **Application User Configuration** window, create **Application Admin User**:

Note
This **Admin user ID** is used for Administrator activities related to CCCSP application configuration and monitoring. This is different from the **Platform Administrator ID** created in *Step 13*.

a) Make sure that the Admin user is different from the platform admin (OS admin), else the installation will fail.
b) Enter a username (for example, admin) and set a password.
c) Click **OK** and continue.

Step 16 In the **Platform Configuration Confirmation** window, verify all configurations and confirm. The system installs and configures the software.
The system will install OS-specific and application-specific RPMs.

Step 17 (Optional) During installation, you may encounter a network connectivity error:
Unable to resolve eth0 IP address into a host name (Reverse DNS lookup failed) - error message. If the hostname is not available in the DNS server, select **Ignore** and proceed.

The installation takes a few minutes to complete. Once complete, the system will display the login screen. Login using the Administrator account and password.