



Cisco Customer Collaboration Platform Installation and Upgrade Guide Release 12.5(1) SU1

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Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.5(1) SU1		January 2021
Added COP file details	Important Considerations for Upgrade>Upgrade Overview	
Updated the procedure to Install COP file	Important Considerations for Upgrade>Upgrade Tasks>Install COP File	
Updated the upgrade path	Important Considerations for Upgrade>Upgrade Tasks	

Audience

This guide is intended for Cisco Customer Collaboration Platform (CCP) 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](#), on page 1

System Requirements

For information about system requirement, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-customer-collaboration-platform.html.



CHAPTER 2

Customer Collaboration Platform Installation

- [Important Considerations Before Installation, on page 3](#)
- [Install Customer Collaboration Platform, on page 3](#)
- [Control Customer Collaboration Platform Application Access, on page 4](#)

Important Considerations Before Installation

Customer Collaboration Platform is installed as an appliance using the Cisco Unified Operating System (Unified OS). The operating system and the Customer Collaboration Platform application are installed together. The installation process is similar to that of the other Unified OS products such as Cisco Unified Communications Manager and Cisco Unified Intelligence Center.

Customer Collaboration Platform operates on the VMware Virtual Machine (VM) on hardware that is running a VMware Host Server. Customer Collaboration Platform currently supports installation of only a single node (as opposed to a High Availability setup with two nodes).



Note Customer Collaboration Platform does not support the changing of hostname or IP address on any server once they have been set.

By default, access to Customer Collaboration Platform administration user interface is restricted. The administrator can provide access by adding the client's IP address to the allowed list, and deny access by removing the client's IP address from the allowed list.

For more information, see [Control Customer Collaboration Platform Application Access, on page 4](#). This section provides the CLI commands to manage the IP addresses in the allowed list.

Install Customer Collaboration Platform

Perform the following steps to install Customer Collaboration Platform:

Procedure

- Step 1** Create a virtual machine using a VMware Open Virtual Format template.

Step 2 Use the respective version specific OVA template for the fresh installation of Customer Collaboration Platform.

Note Ensure that Cisco Customer Collaboration Platform OVA template is deployed for a successful install. The install stops if no Cisco Customer Collaboration Platform OVA template is found in the deployment.

- a) Go to <https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189> and download this template.

The Cisco Customer Collaboration Platform version specific Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the respective Customer Collaboration Platform release version. 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 Customer Collaboration Platform DVD or ISO file to the virtual machine and set the virtual machine to boot from the Customer Collaboration Platform 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 Customer Collaboration Platform. 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 Customer Collaboration Platform. 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 Customer Collaboration Platform administrator. You can import additional Customer Collaboration Platform users from Active Directory after the Customer Collaboration Platform 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.

Control Customer Collaboration Platform Application Access

By default, access to Customer Collaboration Platform administration user interface is restricted. Administrator can provide access by allowing clients IP addresses and revoke by removing the client's IP from the allowed list. For any modification to the allowed list to take effect, Cisco Tomcat must be restarted.



Note IP address range and subnet masks are not supported.

utils whitelist admin_ui list

This command displays all the allowed IP addresses. This list is used to authorize the source of the incoming requests.

Syntax

utils whitelist admin_ui list

Example

```
admin: utils whitelist admin_ui list
Admin UI whitelist is:
10.232.20.31
10.232.20.32
10.232.20.33
10.232.20.34
```

utils whitelist admin_ui add

This command adds the provided IP address to the allowed list of addresses.

Syntax

utils whitelist admin_ui add

Example

```
admin:utils whitelist admin_ui add 10.232.20.33
Successfully added IP: 10.232.20.33 to the whitelist
Restart Cisco Tomcat for the changes to take effect
```

utils whitelist admin_ui delete

This command deletes the provided IP address from the allowed list.

Syntax

utils whitelist admin_ui delete

Example

```
admin:utils whitelist admin_ui delete 10.232.20.34
```

```
Successfully deleted IP: 10.232.20.34 from the whitelist
```

```
Restart Cisco Tomcat for the changes to take effect
```



CHAPTER 3

Important Considerations for Upgrade

- [Upgrade Overview](#), on page 7
- [Upgrade Tasks](#), on page 8

Upgrade Overview

You can upgrade from SocialMiner Release 11.6(2), 12.0(1), and CCP Release 12.5(1) to Release 12.5(1) SU1.



Note Ensure that Cisco Customer Collaboration Platform OVA template is deployed for a successful upgrade. The upgrade stops if no Cisco Customer Collaboration Platform OVA template is found in the deployment.

Before you begin upgrade, you must install the upgrade Cisco Options Package (COP) file and then upgrade Customer Collaboration Platform 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.

During the upgrade, multiple reboots occur. After the upgrade is complete, the system boots from the lower version. You can defer the switch to new version to a maintenance window or you can perform it immediately. To switch to the higher version, you need to trigger Switch Version either from the Unified OS Administration or from the CLI.



Note Before you upgrade, you must perform a DRS backup to ensure that you can revert to the previous version if necessary.

COP File for Upgrade

The following table lists the SocialMiner and Customer Collaboration Platform version and the corresponding COP file that you have to download and install before you begin the upgrade. The COP files for a specific release version can be downloaded from the location, [Download Software](#) by browsing to the specific version of Unified Contact Center Express.

Table 1: COP File

Version	COP File
From Customer Collaboration Platform Release 12.5(1)	ciscoccp.keymanagement.cop.sgn
From SocialMiner 11.6(2) and 12.0(1)	ciscosm.keymanagement.cop.sgn

Upgrade Tasks

The following table lists the required tasks to upgrade Customer Collaboration Platform:

Upgrade Path	Tasks
11.6(2), 12.0(1), 12.5(1) to 12.5(1) SU1	<ol style="list-style-type: none"> 1. Install COP File, on page 9 2. Update Virtual Machine Settings, on page 8 3. Upgrade Customer Collaboration Platform Using Cisco Unified OS Administration, on page 9 or Upgrade Customer Collaboration Platform Using the CLI, on page 10 4. Verify Version after Switch Version, on page 11 5. Verify Version, on page 12

Update Virtual Machine Settings

Before you perform a upgrade, you must modify Customer Collaboration Platform 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 **CentOS**. 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 **CentOS** 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:
- a) Right click on the virtual machine and then choose **Edit Settings**.
The **Virtual Machine Properties** window appears.
 - b) In the **Hardware** tab, select **Video card**.

c) In the **Specify custom settings**, set **Total video memory** to 8 MB and then click **OK**.

Step 4 Power on the virtual machine and continue with upgrade.

Note For a refresh upgrade (RU) of Cisco Customer Collaboration Platform you must initiate the upgrade from the VM console. A confirmation message related to **Cisco CCPOVA deployment confirmation** is displayed. The Administrator must press **Yes** to proceed for the refresh upgrade to continue.

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 [Download Software](#).

Step 2 Choose the required current version of the file from the list and download the COP file to a local source or an SFTP server that can be accessed by the Cisco Customer Collaboration Platform server.

Step 3 Apply the file using the procedure [Upgrade Customer Collaboration Platform Using the CLI, on page 10](#).

Step 4 Enter the command **utils system restart** to restart the server.

Upgrade Customer Collaboration Platform Using Cisco Unified OS Administration

You can upgrade Customer Collaboration Platform either from a local DVD or from a FTP/SFTP server.



Note By default, access to Customer Collaboration Platform administration user interface is restricted. Administrator can provide access by whitelisting clients IP addresses. For information about how to provide access, see [Control Customer Collaboration Platform Application Access, on page 4](#)

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 Customer Collaboration Platform 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.

- Note** After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.
- For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in <https://www.cisco.com/security/pki>
 - For information about adding a certificate, see the *To Upload the Certificates* and *After You Upload the Certificates* sections in *Cisco Customer Collaboration Platform User Guide Release 11.6(2)* located at: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/socialminer/socialminer_1162/user_guide/Guide/cusm_b_cisco-socialminer-user-guide-release_1162.pdf
-

Upgrade Customer Collaboration Platform 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.

- Note** After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.
- For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in <https://www.cisco.com/security/pki>
 - For information about adding a certificate, see the *To Upload the Certificates* and *After You Upload the Certificates* sections in *Cisco Customer Collaboration Platform User Guide Release 11.6(2)* located at: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/socialminer/socialminer_1162/user_guide/Guide/cusm_b_cisco-socialminer-user-guide-release_1162.pdf

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 11](#) or [Switch Version Using the CLI, on page 12](#).



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 Customer Collaboration Platform 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 Customer Collaboration Platform 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:
- Log in to platform application CLI using the administrator username and password.
 - Enter the command **utils vmtools refresh** .
The server reboots twice.
- The **Summary** tab of the virtual machine will display that the VMware tools that are running.
-

What to do next

- Check the **Summary** tab of the virtual machine and verify that the version of the VMware tools is current.
- 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:
- Right click on the virtual machine and then choose **Edit Settings**. The **Virtual Machine Properties** window appears.
 - In the **Hardware** tab, select **Network adapter 1**, and click **Remove**.
 - 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.
