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## Installation Types

The entire Cisco Unified Presence installation process, excluding pre- and post-installation tasks, takes 45 to 120 minutes per server, depending on your server type.

Cisco Unified Presence may or may not be preinstalled on your server. During the installation, you can either perform a basic installation or upgrade to a newer service release. After the software installation starts, you are asked to select one of the options in this table.

Installation Option	Description
Pre-Install	For Cisco Unified Presence servers delivered with the software installed, you do not need an installation disk. The installation routine runs in the same way as the basic installation. However, the Installation wizard will prompt you interactively for your configuration data and will pause between configuration steps to process your input.
Basic Install	Represents the basic Cisco Unified Presence installation, which installs the software from the installation disk.
Additional Release	Allows you, prior to configuring your system, to upgrade the software version that the installation disk contains to the latest service release.  <b>Note:</b> We do not recommend this upgrade option. It is very unlikely that you would need to upgrade to a later release of Cisco Unified Presence using this patch method. If you do, ensure that you have the reviewed Appendix B before proceeding.

**Note:** To get help information on any window that displays during the installation, press the Space bar and select **Help** (when available).

## How to Install and Configure Cisco Unified Presence

- [Starting a Basic Installation](#)
- [Configuring the Basic Installation](#)
- [Configuring System Time on the Cisco Unified Presence Publisher Server](#)

### Starting a Basic Installation

#### Before You Begin

- Complete the Installation Readiness checklist that contains the prerequisite information and tasks for your Cisco Unified Presence installation.
- If you have a new server with Cisco Unified Presence preinstalled, you do not need to install from a DVD, unless you want to reimage the server with a later product release. Skip to the procedure that describes how to enter preexisting installation data.

**Procedure**

1. Insert the installation DVD into the tray and restart the server, so it starts from the DVD.
2. Click **Yes** to perform a media check after the server completes its boot sequence.
3. Perform one of the following actions in the Media Check Result window, after the media check completes:

<b>If the media check result is:</b>	<b>Action:</b>	<b>Result</b>
Pass	Click <b>OK</b> to continue the installation.	<p>After you click <b>OK</b>, the system installer performs various hardware checks to ensure your system is correctly configured for Cisco Unified Presence:</p> <ul style="list-style-type: none"> <li>• First the installation process checks for the correct drivers, and you may see the following warning:   <div style="text-align: center;">Drivers not found, do you want to install manually? Click <b>Yes</b> to continue the installation.</div> </li> <li>• The installation next checks whether you have a supported hardware platform. If your server does not meet the exact hardware requirements, the installation process fails with a critical error. If you think this is not correct, capture the error and report it Cisco Support.</li> <li>• The installation process then verifies RAID configuration and BIOS settings. If the installation process makes any changes to your hardware configuration settings, you will be prompted to restart your system.</li> </ul> <p>After the hardware checks complete, the Product Deployment Selection window displays.</p>
Fail	<p>Perform the following actions:</p> <ol style="list-style-type: none"> <li>1. Download another copy from Cisco.com or obtain another disk directly from Cisco Systems.</li> <li>2. Click <b>OK</b> to continue the installation.</li> </ol>	

4. Click **OK** to install Cisco Unified Presence.
5. Perform one of the following actions in the Proceed with Install window:
  1. Click **Yes** to continue with the installation.

2. Click **No** to cancel the installation.

**Caution!** Do not click **Yes** unless you are certain you want to proceed with the installation. If you click **Yes** in the Proceed with Install window, all existing data on your hard drive will be overwritten and destroyed. The Proceed with Install window indicates the Cisco Unified Presence software version, if any, on your hard drive and the version on the DVD.

6. Perform one of the following actions in the Platform Installation window.

<b>If you want to:</b>	<b>Action</b>
Install and configure the software at this time	1. Click <b>Proceed</b> .
Install the software now and configure it later	1. Click <b>Skip</b> . 2. Skip to the procedure that describes how to enter preexisting installation data. The system will restart.

7. Perform one of the following actions in the Apply Patch window.

<b>If you want to:</b>	<b>Action</b>
Install the software on the DVD without upgrading to a later release	Click <b>No</b> .
Upgrade to a later release of the software	1. Click <b>Yes</b> . 2. Skip to the procedure that describes how to upgrade to a later software release  <b>Note:</b> We do not recommend this upgrade option. It is very unlikely that you would need to upgrade to a later release of Cisco Unified Presence using this method.

8. Click **Continue** in the Basic Install window.

#### Related Topics

- [Installation Readiness Checklist](#)
- [RAID and BIOS Settings](#)
- [Upgrading to a Later Release of Cisco Unified Presence Software](#)

#### What To Do Next

- [Configuring the Basic Installation](#), or
- [Uploading Preexisting Installation Data to Cisco Unified Presence](#)

## Configuring the Basic Installation

### Before You Begin

- Load your Cisco Unified Presence DVD and start the basic installation, as described in the previous topic.
- Cisco Unified Presence configuration is specific to your installation requirements, and some fields are optional. For example, you may choose to configure static IP address values and DNS over DHCP.

### Procedure

1. Complete the following steps using the up and down arrow keys in the Timezone Configuration window:
  1. Select the appropriate time zone for the server.
  2. Click **OK**.
2. Perform one of the following actions in the Auto Negotiation Configuration window:

If you want to:	Action
Automatically set the speed and duplex settings of the Ethernet network interface card (NIC) using automatic negotiation	Click <b>Yes</b> . <b>Note:</b> To use this option, your hub or Ethernet switch must support automatic negotiation.
Disable automatic negotiation	<ol style="list-style-type: none"> <li>1. Click <b>No</b>.</li> <li>2. Perform the actions following in the Duplex Configuration window:               <ul style="list-style-type: none"> <li>◇ Manually select the appropriate NIC Speed and Duplex settings.</li> <li>◇ Click <b>OK</b> to continue.</li> </ul> </li> </ol>

3. Configure the Maximum Transit Unit (MTU) value, as follows:

If you want to:	Action
Leave the MTU size unchanged from the default OS setting	Click <b>No</b> .
Change the MTU size from the default OS setting	Click <b>Yes</b> . <b>Note:</b> If you need to change this value for Cisco Unified Presence, you must match it with the value on Cisco Unified Communications Manager. Both values must be identical; otherwise the installation will fail.

4. Perform one of the following actions in the DHCP Configuration window:

If you want to:	Action
Use DHCP	1. Click <b>Yes</b>

	2. Continue with <u>Step 7.</u>
Set up a static IP address for the server	1. Click <b>No.</b> 2. Continue with <u>Step 5.</u>

5. Perform the following actions if you need to configure static IP address values, in the Static Network Configuration window:

1. Enter your static network configuration values.
2. Click **OK**.

6. Perform the following actions if you need to configure DNS, in the DNS Client Configuration window:

1. Click **Yes**, and enter your DNS client information.
2. Click **OK**.

7. Enter your Administrator Login and Password credentials.

8. Perform the following actions in the Certificate Information window:

1. Enter your certificate signing request information. This includes Organization, Unit, Location, State and Country.
2. Click **OK** to continue.

9. Decide your next step depending on the server that you are installing, as follows:

<b>If this server is the:</b>	<b>Action</b>
Publisher server-the first Cisco Unified Presence server that you are installing in the network	1. Click <b>Yes.</b> 2. Skip to the procedure that describes how to set system time on the Cisco Unified Presence publisher server.
Subscriber server-a subsequent server in the Cisco Unified Presence cluster	1. Click <b>No.</b> 2. Skip to the procedure that describes how to configure subsequent Cisco Unified Presence servers on the Cisco Unified Presence publisher server.

#### Related Topics

- [Installing Cisco Unified Presence 7.0\(1\) on a VMWare Player for Integration with the Cisco Unified Application Environment Release 2.5](#)
- [Starting a Basic Installation](#)
- [Installation Readiness Checklist](#)
- [Getting More Information](#)

#### What To Do Next

- [Configuring System Time on the Cisco Unified Presence Publisher Server](#)

OR

- [Completing the Installation of Subsequent Cisco Unified Presence Servers](#)

## Configuring System Time on the Cisco Unified Presence Publisher Server

### Before You Begin

- Start and configure the basic installation, as described in the previous topic. As you install the Cisco Unified Presence Publisher server, you have the option to set the system time manually using the hardware clock or assign up to five external NTP addresses.
- To ensure that accurate system time is set on the publisher server, we recommend that you configure the Cisco Unified Communications Manager publisher as the only NTP server. The Cisco Unified Communications Manager publisher is set as the sole NTP server for the cluster, then the subsequent servers in the cluster will set the time from the Cisco Unified Communications Manager publisher server.
- We strongly recommend you to leave the Cisco Unified Communications Manager publisher as the NTP server. However, if you require another NTP server, ensure that the server is stratum 9 or higher. Stratum's range from 9 (lowest) to 1 (highest).

### Procedure

1. Enter the Security password in the Security Password window.
2. Set correct system time in the Network Time Protocol Client Configuration window, as follows:

If you want to configure:	Action
An external NTP server	<ol style="list-style-type: none"> <li>1. Click <b>Yes</b>.</li> <li>2. Enter the IP address, NTP server name, or NTP server pool name for at least one NTP server. <b>Note:</b> If the network does not have DNS, you must enter an IP address because the hostname will not automatically resolve to an IP address.</li> <li>3. Click <b>Proceed</b> to continue with the installation. <b>Note:</b> You can configure up to five NTP servers, and we recommend that you use at least three. The system contacts an NTP server and automatically sets the time on the hardware clock. If the Test button displays, you can click <b>Test</b> to check whether the NTP servers are accessible.</li> </ol>
System time manually	<ol style="list-style-type: none"> <li>1. Click <b>No</b>.</li> <li>2. Enter the appropriate date and time to set the hardware clock.</li> <li>3. Click <b>OK</b> to continue with the installation.</li> </ol>

3. If you want to configure an SMTP host, perform the following actions:

1. Click **Yes**.
2. Enter the SMTP location.

4. Complete the following tasks in the Application User Configuration window:

1. Enter the Application User Username and Application User Password.
2. Click **OK**.

5. Perform one of the following actions in the Platform Configuration Confirmation window:

1. Click **OK** to continue installing the software. Once you click **OK**, you will no longer be able to modify the Platform configuration.
2. Click **Back** if you want to change your configuration.

6. When the installation process completes, you are prompted to sign in with the Administrator user ID and password.

#### Troubleshooting Tips

- The Security password must be identical to the Cisco Unified Communications Manager Publisher password. You can change the security password the first time you sign in to Cisco Unified PresenceAdministration.
- You must configure an SMTP server to use certain operating system features. However, you can also configure an SMTP server later using either the Cisco Unified Operating System interface or the CLI.

#### Related Topics

- [Installing Cisco Unified Presence 7.0\(1\) on a VMWare Player for Integration with the Cisco Unified Application Environment Release 2.5](#)
- [Cisco Unified Presence, Release 7.x -- About the Installation Readiness Checklist and Related Settings](#)
- [Using an Answer File for an Unattended Installation of Cisco Unified Presence](#)
- [Getting More Information](#)

#### What To Do Next

[Completing the Installation of the Cisco Unified Presence Publisher Server](#)

## Using an Answer File for an Unattended Installation of Cisco Unified Presence

Cisco Unified Presence can be installed unattended using an XML Answer file that reads predefined configuration values during the installation process.

Cisco Unified Communications Answer File Generator, a web application, generates answer files for unattended installations of Cisco Unified Presence. Individual answer files are copied to a USB key or a floppy disk that accompanies the Cisco Unified Presence DVD during the installation process.



You can only use answer files for fresh installations of Cisco Unified Presence and not for upgrades. Access the Cisco Unified Communications Answer File Generator at the following URL:

[http://www.cisco.com/web/cuc\\_afg/index.html](http://www.cisco.com/web/cuc_afg/index.html)

The web application supports the following features:

- Simultaneously generates and saves answer files for unattended installations on the publisher server and all subsequent servers.
- Provides syntactical validation of data entries.
- Supports Internet Explorer version 6.0 or higher and Mozilla version 1.5 or higher.
- Provides online help and documentation.

If a USB key is used to perform an unattended installation of Cisco Unified Presence, you may need to reformat the USB key to the FAT32 file system using the Windows XP Disk Management Utility. You will need to reformat USB keys with the larger storage capacity (for example, 1 Gigabyte) that the FAT file system format provides.

#### Before You Begin

- You may need to be an Administrator or a member of the Administrators group to perform this procedure.
- If DHCP client is used on the publisher server, and subsequent server answer files are also generated, you must specify the publisher server IP address.

#### Procedure

1. Insert the USB key into a USB slot on the Windows XP computer.
2. Perform the following actions:
  1. Select **Start > Control Panel > Administrative Tools**.
  2. Double-click **Computer Management**.
3. Complete the following actions:
  1. Expand the Storage tree.
  2. Click **Disk Management**.
4. Right-click the **Removable Disk** icon.
5. Click **Format**.
6. Click **Yes** if you are asked whether you are sure that you want to format this partition.
7. Complete the following actions:
  1. Click the **File System**.
  2. Select **FAT32** from the list box.
8. Click **OK**.
9. Click **OK** again when prompted to format the volume.

**Troubleshooting Tips**

If you plug and unplug a USB key during a fresh installation of Cisco Unified Presence Release 7.x (on MCS 7845-I3/H3 servers), the following messages may display on the console:

- `sdd: assuming drive cache: write through`
- `end_request: I/O error, dev sdd, sector 0`

These messages can be safely ignored.

**What To Do Next**Uploading Preexisting Installation Data to Cisco Unified Presence**Uploading Preexisting Installation Data to Cisco Unified Presence****Before You Begin**

Start to configure your basic Cisco Unified Presence installation, and continue here if you:

- have uploaded preexisting installation data to an Answer File.
- have a server that has Cisco Unified Presence preinstalled.
- decided to install the Cisco Unified Presence software earlier but chose **Skip** in the Platform Installation Wizard window to configure it at this later stage.

**Procedure**

1. Perform this action after the system restarts, and the Preexisting Installation Configuration window displays:

- If you have preexisting configuration information, generated by the Answer File Generator, that is stored on a floppy disk or a USB key, insert the disk or the USB key now and click **Continue**. The Installation wizard will read the configuration information during the installation process.

2. Click **Proceed** in the Platform Installation Wizard.

3. Perform one of the following actions in the Apply Additional Release window.

<b>If you want to:</b>	<b>Action</b>
Install the software without upgrading	Click <b>No</b> .
Upgrade to a later release of the software	<p>1. Click <b>Yes</b>.</p> <p>2. Skip to the procedure that describes how to apply an additional release</p> <p><b>Note:</b> We do not recommend this upgrade option. It is very unlikely that you would need to upgrade to a later release of Cisco Unified Presence using this patch method. If you do, ensure that you have the software image available on DVD or on a remote server prior to choosing this option.</p>

4. Click **Continue** in the Basic Install window.

#### **Related Topics**

- [Upgrading to a Later Release of Cisco Unified Presence Software](#)

#### **What To Do Next**

[Configuring the Basic Installation](#)