 **Note:** Product documentation may reflect varying names that appear in the application user interfaces and application programming interfaces of this product. These names may include Cisco SocialMiner, mmca, and ccp.

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### Some content has been moved!


Its new location is :

[http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-socialminer](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-socialminer)

Please update your bookmark.

## Version 11.5(1)

 **Note:** When you install SocialMiner on M4 servers, a warning is displayed that E5 26xxV3 cpu series is not supported. Ignore this warning and continue as the warning is from the Red Hat Linux and there will be no technical issues running SocialMiner on the M4 servers.


 **Note:** Update the following virtual machine parameters for better performance:


1. Change the operating system version to **Red Hat Enterprise Linux 6 (64-bit)**.
2. vNIC adapter type supports VMXNET3. Add a new network adapter with adapter type as **VMXNET3** and device type as **Ethernet Adapter**.
3. Increase the total video memory to **8 MB**.

For more information about parameters, see section "*Update Virtual Machine Parameters*" in *SocialMiner Installation and Upgrade Guide, Release 11.5(1)* at,

<http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-installation-guides-list.html>

## Version 11.0(1)


 **Note:** When you install SocialMiner on M4 servers, a warning is displayed that E5 26xxV3 cpu series is not supported. Ignore this warning and continue as the warning is from the Red Hat Linux and there will be no technical issues running SocialMiner on the M4 servers.

 **Note:** Update the following virtual machine parameters for better performance:

1. Change the operating system version to **Red Hat Enterprise Linux 6 (64-bit)**.
2. vNIC adapter type supports VMXNET3. Add a new network adapter with adapter type as **VMXNET3** and device type as **Ethernet Adapter**.
3. Increase the total video memory to **8 MB**.


For more information about parameters, see section "*Update Virtual Machine Parameters*" in *SocialMiner Installation and Upgrade Guide, Release 11.0(1)* at (link to be inserted)

## Version 10.6(1)

 **Note:** Follow the steps below to change vNIC adapter settings to avoid stability issues and for better performance:


1. Shut the virtual machine down.
2. Add a new network adapter with adapter type as **E1000**.
3. Delete the earlier vNIC adapter.

## Version 10.5(1)

 **Note:** Follow the steps below to change vNIC adapter settings to avoid stability issues and for better performance:

1. Shut the virtual machine down.
2. Add a new network adapter with adapter type as **E1000**.
3. Delete the earlier vNIC adapter.

## Version 10.0(1)

 **Note:** Follow the steps below to change vNIC adapter settings to avoid stability issues and for better performance:

1. Shut the virtual machine down.
2. Add a new network adapter with adapter type as **E1000**.
3. Delete the earlier vNIC adapter.

## Other Requirements for Cisco SocialMiner

### Hardware

Before you install the SocialMiner software in any server, you must address the following requirements:

- The VM disk allocation time depends on your VM environment. If you have created several VMs on the host server, your disk allocation takes a longer time. If you have not created any VM in your host server, your disk allocation takes a shorter time. During the course of testing in various environments at Cisco Systems, disk allocation has taken anywhere from 2 minutes to 2 hours for a 34 GB data space. Depending on your space requirement, be sure to make this empty space available for all SocialMiner deployments
- If you are performing a fresh install of SocialMiner in any deployment, be sure to verify that the virtual machine is also fresh (no previously-installed OS is present in the VM).

### Virtualization Software

All SocialMiner servers run on VMs using the Unified Communications Operating System (Unified OS or UCOS).

If you are using version 4.1 of VMware vSphere ESXi, then configure the installed ESXi 4.1 host as follows to ensure normal networking performance:

1. Use vSphere Client to log in to the ESXi host or its vCenter.
2. Select host --> Configuration --> Advanced Settings (under Software).
3. Select Net and scroll almost to the bottom, about 3/4 of the way down.
4. Set the following parameters from 1 to 0:

◇ Net.VmxnetSwLROSL  
◇ Net.Vmxnet3SwLRO  
◇ Net.Vmxnet3HwLRO  
◇ Net.Vmxnet2SwLRO  
◇ Net.Vmxnet2HwLRO

Reboot the ESXi host to activate these changes.

### Deploying Virtual Machines for Cisco SocialMiner

Perform the following steps in vSphere client to deploy the Virtual machines:

1. Highlight the host or cluster to which you wish the VM to be deployed.
2. Select **File > Deploy OVF Template**.
3. Click the **Deploy from File** radio button and specify the name and location of the file you downloaded in the previous section OR click the **Deploy from URL** radio button and specify the

complete URL in the field, then click Next.

4. Enter the name of the VM machine that you are creating and the location where it will be created
5. Choose the type of deployment (Large or Small)
6. Choose the datastore on which you would like the VM to reside - be sure there is sufficient free space to accommodate the new VM, then click **Next**.
7. Verify the deployment settings, then click **Finish**.
8. Update boot order (following the instructions below).
9. Insert the SocialMiner disk and follow the instructions in the installation section of the [SocialMiner User Guide](#).

## Changing the Boot Order of the Virtual Machine

You must change the boot order of the Virtual Machine so that the system boots off the CD/DVD drive for the install.

To change the boot order of the Virtual Machine:

1. In VMware vSphere Client, power off the virtual machine onto which you deployed the OVA template.
2. In the left pane of vSphere Client, right-click the name of the virtual machine, and select **Edit Settings**.
3. In the Virtual Machine Properties dialog box, select the Options tab.
4. In the Settings column, under Advanced, select **Boot Options**.
5. Under Force BIOS Setup, check the **The Next Time the Virtual Machine Boots, Force Entry into the BIOS Setup Screen** check box.
6. Click **OK** to close the Virtual Machine Properties dialog box.
7. Power on the virtual machine (The virtual machine boots into the BIOS menu)

The virtual machine will boot into the BIOS menu.

1. Navigate to the Boot menu and change the boot device order so the CD-ROM device is listed first and the Hard Drive device is listed second.
2. Save the change and exit BIOS setup.

Note: After finishing the installation, consider changing the boot order back so that the Hard Drive device is again listed before the CD-ROM device.

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