



Installation Guide for the Cisco Unified Application Environment, Release 8.5

Use this document to install the Cisco Unified Application Environment. This guide includes the following topics:

- [Conventions, page 2](#)
- [Installing the Cisco Unified Application Environment, page 3](#)
- [Frequently Asked Questions, page 19](#)
- [Obtaining Documentation and Submitting a Service Request, page 20](#)



Conventions

Consider the following documentation conventions as you review this installation document:

Blue Text—To quickly navigate to a section or URL, click text that appears in blue.



Note

Reader, take note. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Reader, be careful. You may do something that could result in equipment damage or loss of data.

Related Documentation

Table 1 provides links to related documentation.

Table 1 *Related Documentation*

Related Information	URL
Cisco Media Convergence Server (MCS) data sheets	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html
Cisco MCS Server Operating system installation documentation	http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/win_os/install/os200312.html
<i>Cisco Unified Application Environment Hardware Matrix 8.5</i>	http://www.cisco.com/en/US/docs/voice_ip_comm/cuae/8_5/english/compat/guide/hwcompat.html
<i>Cisco Unified Application Environment Software Compatibility Matrix 8.5</i>	http://www.cisco.com/en/US/docs/voice_ip_comm/cuae/8_5/english/compat/guide/swcompat.html
<i>Cisco Unified Application Environment Administration Guide, Release 8.5</i>	http://www.cisco.com/en/US/products/ps7058/prod_maintenance_guides_list.html
<i>Cisco Unified Application Environment Release Notes, Release 8.5</i>	http://www.cisco.com/en/US/products/ps7058/prod_release_notes_list.html
<i>Open Source License Notices for the Cisco Unified Application Environment</i>	http://www.cisco.com/en/US/docs/voice_ip_comm/cuae/openssl_license/cuae_ssllic.html

Installing the Cisco Unified Application Environment

This section includes the following topics:

- [Hardware and Software Requirements, page 3](#)
- [Connecting the Server to the Network, page 4](#)
- [Disabling IPv6 on Microsoft Windows 2008 Server, page 4](#)
- [Performing Pre-Installation Tasks, page 4](#)
- [Installing the Cisco Unified Application Environment, page 5](#)
- [Installing the Cisco Unified Application Environment Developer Tools, page 8](#)
- [Performing Post Installation Tasks, page 9](#)
- [Migrating Cisco Unified Application Environment to Release 8.5, page 11](#)
- [Installing the MDE Components Manually, page 17](#)
- [Configuring the MDE Provider in CUAE Administrator Page, page 18](#)
- [Installation Error Messages, page 18](#)

Hardware and Software Requirements

This section describes the hardware and software requirements for Cisco Unified Application Environment.

Hardware Requirements for Cisco Unified Application Environment

The Cisco Unified Application Environment has the following hardware requirements:

- A machine with at least 1.5 GB RAM and hosting both the Cisco Unified Application Server and Cisco Unified Media Engine
- An Intel processor to run the Cisco Unified Media Engine

Software Requirements for Cisco Unified Application Environment

The Cisco Unified Application Environment has the following software requirements:

- Microsoft Windows 2008 Server (32-bit) SP2 Enterprise or Standard Edition to run Cisco Unified Application Environment Server
- Microsoft Windows XP Professional sp3/Microsoft windows vista/Microsoft windows 7 to run cisco Unified Application Environment Developer Tools
- Internet Explorer 7.0 or above for Cisco Unified Application Environment Web Admin



Note

Cisco Unified Application Environment (CUAE) 8.5 is backward compatible with previous versions of UCM.



Note

Cisco Unified Application Environment 8.5 does not support Virtualization

For more information, see [Cisco Developer Network](#).

Connecting the Server to the Network

Before you begin the installation, make sure that you connect your server to the network.

The Cisco MCS servers contain two network interface cards (NIC), but the Cisco IP telephony application supports only one NIC.

Disabling IPv6 on Microsoft Windows 2008 Server

To disable IPv6 on Microsoft Windows 2008 Server, follow these steps.

Procedure

-
- Step 1** Click **Start > Run**. In the **Open** field, type **regedit**. Click **OK**.
The **Registry Editor** window appears.
 - Step 2** Browse the folder structure
\\HKEY_LOCAL_MACHINE\\SYSTEM\\CurrentControlSet\\Services\\Tcpip6\\Parameters.
 - Step 3** Right-click **Parameters > New > DWORD (32-bit) Value**.
 - Step 4** Rename **New Value #1** as **DisabledComponents**.
 - Step 5** Enter the value as **0xffffffff** and close the window.
 - Step 6** Restart the system.
- IPv6 is now disabled on Microsoft Windows 2008 Server.



Note To enable IPv6, delete the registry key DisabledComponents and restart the system.

Performing Pre-Installation Tasks

[Table 2](#) describes the pre-installation tasks that you must complete before starting installation.

Table 2 *Pre-Installation Tasks*

Task	Pre-Installation Tasks	Important Notes
1.	Make sure that the Microsoft Windows 2008 Server 32bit sp2 operating system, is installed on the Cisco MCS.	None
2.	After installing the operating system, make sure you have console access to the Cisco MCS, either directly or using Remote Desktop Connection.	<p>Accessing the Cisco MCS to install the Cisco Unified Application Environment software remotely using anything other than the remote desktop connection will result in a faulty installation.</p> <p>Note By default, remote desktop may not be enabled in the system. You must enable it.</p>

Table 2 **Pre-Installation Tasks (continued)**

Task	Pre-Installation Tasks	Important Notes
3.	Make sure the server is running.	None.
4.	Make sure to obtain all the necessary license files using the Product Authorization Key (PAK) in the Claim Certificate that is shipped with the server.	For information about the licenses, see the License Management chapter of the <i>Cisco Unified Application Environment Administration Guide, Release 8.5</i> listed in Related Documentation, page 2 .
5.	Make sure to disable IPv6 on Microsoft Windows 2008 Server.	For more information see, Disabling IPv6 on Microsoft Windows 2008 Server, page 4 .
6.	Make sure to disable the firewall settings on Microsoft Windows 2008 Server.	None.
7.	Make sure to disable the Network Interface Cards (NICs) on which the ethernet cable is not connected.	None.

Installing the Cisco Unified Application Environment

Install these Cisco Unified Application Environment components, in the order shown, using the Cisco Unified Application Environment DVD, which was shipped with the server.

1. Cisco Unified Core Addendum—See [Installing the Cisco Unified Application Environment Core Addendum, page 5](#)
2. Cisco Unified Platform Services—See [Installing the Cisco Unified Application Environment Platform Services, page 6](#)
3. Cisco Unified Application Server—See [Installing the Cisco Unified Application Environment Application Server, page 6](#)
4. Cisco Unified Media Engine—See [Installing the Cisco Unified Application Environment Media Engine, page 7](#).

Installing the Cisco Unified Application Environment Core Addendum

To install the Cisco Unified Application Environment Core Addendum, follow these steps:

Procedure


-
- Step 1** Locate and double click this executable file where you downloaded it on your local system: **CUAE-coreadd-8.5.x.exe**.
 - Step 2** Click **Run**.
The end-user license agreement appears.
 - Step 3** Read it, and if you agree with the terms, select **I Agree**.
The end-user license agreement appears.
 - Step 4** Read it, and if you agree with the terms, select **I Agree**.
The Cisco Unified AE OS Addendum Setup dialog box appears.
 - Step 5** Click **OK** when prompted to begin the installation setup.
A console appears with output indicating the progress of the installation.

- Step 6** Click **Close** when the output stops and the Close button is no longer grayed out.
A window appears indicating that the installation is complete, and that the server must be rebooted.
- Step 7** Click **Yes** to reboot the server.
-

Installing the Cisco Unified Application Environment Platform Services

To install the Cisco Unified Application Environment Platform Services, follow these steps:

Procedure

-
- Step 1** Locate and double click this executable file where you downloaded it on your local system:
CUAE-platsvc-8.5.x.exe.
- Step 2** Click **Run**.
The Cisco Unified Application Environment Platform Services installation wizard appears.
- Step 3** Click **Next**.
The end-user license agreement appears.
- Step 4** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**.
A notice about cryptographic features appears.
- Step 5** Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.
The Create Services User dialog box appears.
- Step 6** Enter a password for the Cisco Unified Application Environment service user, then reenter it.
-  **Note** Remember this password. You will be prompted for it again when you run other Cisco Unified Application Environment installers.
-
- Step 7** Click **Next**. A MySQL Database Server dialog box appears.
- Step 8** Enter the MySQL password.
- Step 9** Click **Next**.
- Step 10** A Ready to Install the Program dialog box appears.
- Step 11** Click **Install**.
The dialog window indicates progress as the installation proceeds.
- Step 12** Click **Finish** when the installation is complete.
-

Installing the Cisco Unified Application Environment Application Server

To install the Cisco Unified Application Environment Application Server, follow these steps:

Procedure

- Step 1** Locate and double click this executable file where you downloaded it on your local system:
CUAE-appserver-8.5.x.exe.
- Step 2** Click **Run**.
The Cisco Unified Application Environment Application Server installation wizard appears.
- Step 3** Click **Next**.
The end-user license agreement appears.
- Step 4** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**.
- Step 5** Click **Next**.
A notice about cryptographic features appears.
- Step 6** Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.
The Service User Password dialog box appears.
- Step 7** Enter the password for the Cisco Unified Application Environment service user.
This is the password you created in Step 6 of [Installing the Cisco Unified Application Environment Platform Services](#).
- Step 8** Click **Next**.
- Step 9** A Ready to Install the Program dialog box appears.
- Step 10** Click **Install**.
A dialog will indicate when the installation is complete.
- Step 11** Click **Finish**.
- Step 12** A dialog appears asking if you want to restart the system.
- Step 13** If you have Cisco Unified Media Engine Release 8.5 already installed, click **No** and proceed with the Cisco Unified Media Engine installation. Click **Yes** if you do not have Cisco Unified Media Engine Release 8.5 already installed.
-

Installing the Cisco Unified Application Environment Media Engine

To install the Cisco Unified Application Environment Media Engine, follow these steps:

Procedure

- Step 1** Locate and double click this executable file where you downloaded it on your local system:
CUAE-mediaengine-8.5.x.exe.
- Step 2** Click **Run**.
- Step 3** If you do not have the Nuance OpenSpeech Recognizer 3.0 installed on the server, a prompt appears asking if you want to install it. Click **Install**.
- Step 4** If you already have the Nuance OpenSpeech Recognizer 3.0 installed, the Cisco Unified Application Environment Media Engine installation wizard appears. Click **Next**.
The end-user license agreement appears.

- Step 5** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**.
- Step 6** Click **Next**.
A notice about cryptographic features appears.
- Step 7** Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.
The Service User Password dialog box appears.
- Step 8** Enter the password for the Cisco Unified Application Environment service user.
This is the password you created in Step 6 of [Installing the Cisco Unified Application Environment Platform Services](#).
- Step 9** Click **Next**.
- Step 10** A Ready to Install the Program dialog box appears.
- Step 11** Click **Install**.
A dialog box indicates when the installation is complete.
- Step 12** Click **Finish**.
A dialog appears indicating that you must restart the system for the changes to take effect.
- Step 13** Click **Yes**.
-

Installing the Cisco Unified Application Environment Developer Tools

Developers can download the **CUAE-devtools-8.5.x.exe** executable file from the Cisco Unified Application Environment wiki:

<http://developer.cisco.com/web/cuae/downloads>.

Install the downloaded Cisco Unified Application Environment Developer Tools on a machine running Windows XP/ Windows Vista/ Windows 7.



Note

Before you install Cisco Unified Application Environment Developer Tools, uninstall the existing version from Control Panel.

In Cisco Unified Application Environment, Release 8.5 and earlier, the developer tools contains two main components, both of which allow you to develop Unified Communications applications:

- Cisco Unified Application Designer--The legacy .Net / C# based IDE.
- Etch Tools--The cross-platform, language independent ETCH framework and the cuae command-line utility.

To install the Cisco Unified Application Environment Developer Tools, follow these steps:

Procedure

- Step 1** Download the developer tools installer: **CUAE-devtools-<version>.exe**
- Step 2** Run the installer.
Installshield checks for prerequisites.

- Step 3** Cisco Unified Application Environment Developer Tools installer might display any pending requirements to be installed. Click **Install**.
- Step 4** After the prerequisites are installed, the Welcome page appears. Click **Next**.
The end-user license agreement appears.
- Step 5** Read it, and if you agree with the terms, select I accept the terms in the license agreement. Click **Next**.
- Step 6** A notice about cryptographic features appears. Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.
- Step 7** Accept the defaults until the completed window appears. Click **Finish**.
Restart the computer for environment settings to take effect once the installation is complete.
-

Performing Post Installation Tasks

This section includes:

- [Configuring Firewall Settings, page 9](#)
- [Logging In, page 10](#)
- [Configuring IP Addresses on the Cisco MCS NIC \(Optional\), page 10](#)
- [Uploading Required Licenses \(Required\), page 11](#)

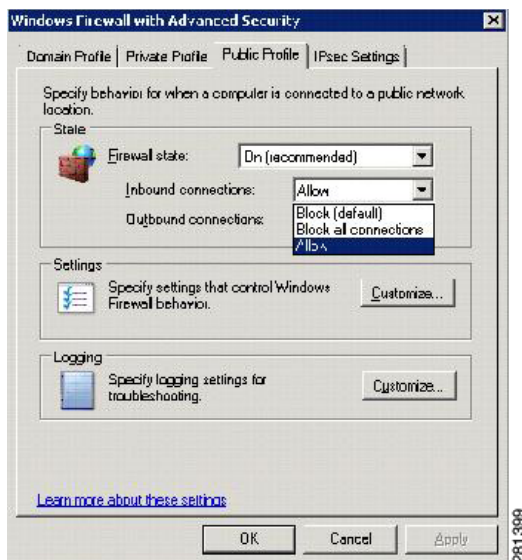
Configuring Firewall Settings

To configure the firewall settings for Cisco Unified Application Environment 8.5 server running on Microsoft Windows 2008 Server, follow these steps.

Procedure

- Step 1** Go to **Control Panel > Administrative Tools > Windows Firewall with Advanced Security**.
- Step 2** To specify the behavior when a computer is connected to a public network location, click the **Public Profile** tab.
- Step 3** By default, the value for Inbound Connections is set to **Block (default)**. Change it to **Allow** as shown in [Figure 1](#).

Figure 1 Firewall Configuration



The firewall configuration is now complete.

Logging In

To log in to the Cisco Unified Application Environment Administration, follow these steps:

Procedure

-
- Step 1** In the address bar of the web browser, enter the following URL: **http://<serverIPaddress>/cuacadmin**.
The End User License Agreement appears.
 - Step 2** Read it, then click **I Agree**.
A page to set the Administrator and Cisco Unified Media Engine passwords appears.
 - Step 3** Enter an administrator password, then re-enter it.
 - Step 4** Enter a Cisco Unified Media Engine password, then re-enter it.
 - Step 5** Click **Set Passwords**.
A confirmation appears indicating that the password setup is complete.
 - Step 6** To log in, click **Log in to the administrator console**.
 - Step 7** The Cisco Unified Application Environment Administration login page appears.
 - Step 8** Enter the username administrator and the password you set in [Step 3](#).
-

Configuring IP Addresses on the Cisco MCS NIC (Optional)

To configure two IP addresses on the Cisco MCS server's network interface card (NIC) card, follow these steps:

Procedure

-
- Step 1** In Windows Explorer, select **Start > Control Panel > Network Connections > Local Area Connection**.
- Step 2** Click **Properties** in the Local Area Connection dialog.
- Step 3** Highlight **Internet Protocol (TCP/IP)**, then click **Properties**.
- Step 4** Select **Use the following IP address** in the Internet Protocol (TCP/IP) Properties dialog box.
- Step 5** Enter a static IP address and other information related to your network setup.
-

Uploading Required Licenses (Required)

Upload required licenses using the Cisco Unified Application Environment Administration.

See the Getting Started chapter in the *Cisco Unified Application Environment Administration Guide, Release 8.5* at the following URL:

http://www.cisco.com/en/US/products/ps7058/prod_maintenance_guides_list.html

Migrating Cisco Unified Application Environment to Release 8.5

The earlier versions (2.4, 2.5, 8.0) of Cisco Unified Application Environment were installed in Windows 2003 Server whereas the Cisco Unified Application Environment version 8.5 is installed on the Microsoft Windows 2008 Server (32-bit) SP2 Enterprise or Standard Edition. Hence we have a migration tool which will help your earlier versions of Cisco Unified Application Environment to be migrated to Release 8.5.

The tool has two functions:

- Backup
- Restore

The Backup feature allows you to back up the databases, the Applications folder, the Audio folder, the Licenses folder, and the Providers folder into a folder created on the C:\. A Stage folder is created on C:\ into which the backed up files and folders are copied. By default, the databases 'mce' and 'mce_standby' are selected for backup. Upon successful backup, a success message appears.

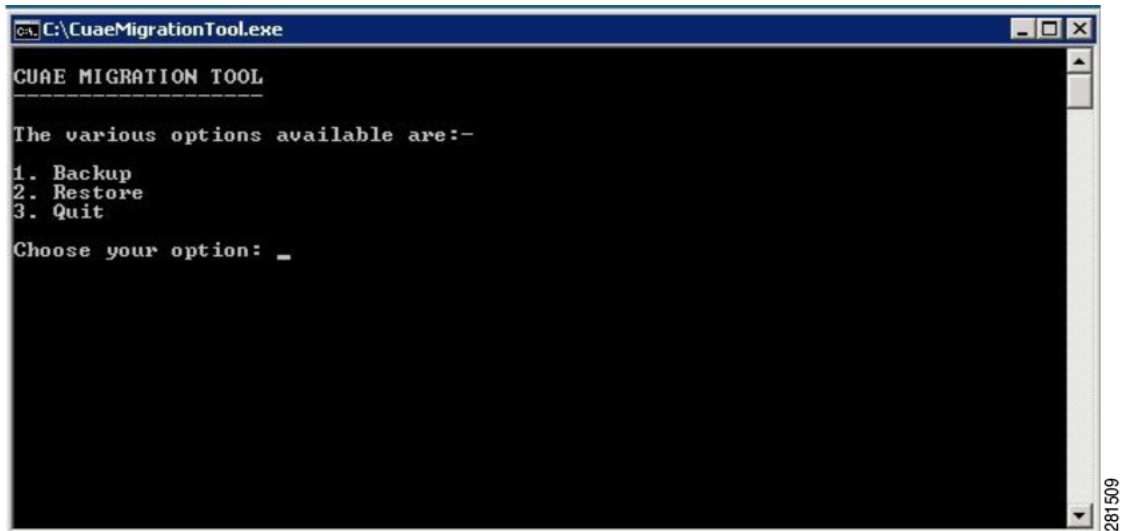
The Restore feature allows you to restore the databases and all the folders that are copied during the backup process. All the backed up databases will be restored. The contents of the Applications, Audio, Licenses, and Providers folders will also be restored to their original directories. Upon successful restore, a success message appears.

Using the Migration Tool

The section below explains the procedure to use the Migration Tool.

The Migration Tool has three options:

1. **Backup**
2. **Restore**
3. **Quit**



```

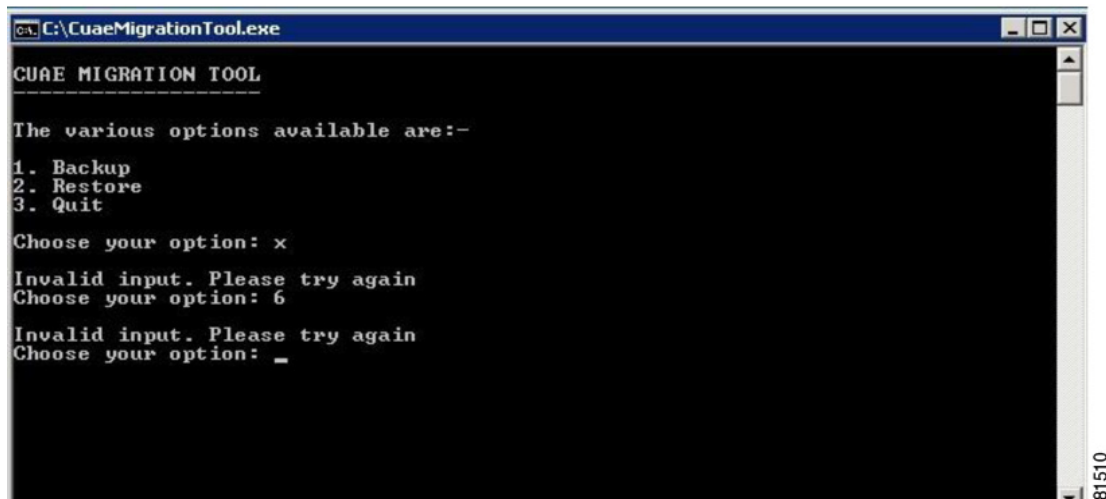
C:\CuaeMigrationTool.exe
-----
CUAE MIGRATION TOOL

The various options available are:-

1. Backup
2. Restore
3. Quit

Choose your option: _
  
```

Type the number corresponding to the given options. It takes you to the process you have selected. In case of invalid inputs, the tool displays a message and prompts you to re-enter the option.



```

C:\CuaeMigrationTool.exe
-----
CUAE MIGRATION TOOL

The various options available are:-

1. Backup
2. Restore
3. Quit

Choose your option: x
Invalid input. Please try again
Choose your option: 6
Invalid input. Please try again
Choose your option: _
  
```

Backup

To perform a backup, follow these steps.

Procedure

-
- Step 1** Type option **1** to enter the **CUAE Backup** screen.
The backup screen provides a summary of all the tasks to be performed as a part of the backup process.

```

CUAE BACKUP
-----
This will create a backup of your CUAE.
The following operations take place :

1. Checks the version of CUAE installed on the system.
2. Creates Stage folder in C: (overwrites if already present).
3. Backup the database.
3. Copies the required folders (Applications, Audio, Licenses and Providers)
   to the created Stage folder.

Press any key to start Backup_

```

Step 2 Press any key to start the backup.

```

CUAE BACKUP
-----
This will create a backup of your CUAE.
The following operations take place :

1. Checks the version of CUAE installed on the system.
2. Creates Stage folder in C: (overwrites if already present).
3. Backup the database.
3. Copies the required folders (Applications, Audio, Licenses and Providers)
   to the created Stage folder.

Press any key to start Backup

Checking if CUAE is installed
CUAE is installed in this system

The version of CUAE installed is : 8.5.0

Creating Stage folder in C:
C:\Stage Already exists. Overwrite (Y/N)_

```

The current version of Cisco Unified Application Environment appears on the screen.

Step 3 The tool checks if the Stage folder is already present. If Yes, it overwrites the folder. Else, it creates a new folder.

```

C:\C:\CuaeMigrationTool.exe
Creating Stage folder in C:
C:\Stage Already exists. Overwrite (Y/N)y
C:\Stage created successfully

Backing up Databases.

The following databases are available.

+-----+
| Databases |
+-----+
| information_schema |
| cisco devicelistx  |
| mce                 |
| mce_standby        |
| mysql              |
| test               |
+-----+

By default databases mce and mce_standby will be backed up..
If you wish to backup any other database enter the names now
separated by a comma, for ex : test,test1. Else, press enter to continue
    
```

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Step 4 The database backup begins.

The tool displays the list of available databases. By default, the databases ‘mce’ and ‘mce_standby’ are selected for backup.

```

By default databases mce and mce_standby will be backed up..
If you wish to backup any other database enter the names now
separated by a comma, for ex : test,test1. Else, press enter to continue

Backup of database mce done successfully
Backup of database mce_standby done successfully

Copying required folders into the Stage directory
C:\Program Files\Cisco Systems\Unified Application Environment\MediaServer\Audio
folder copied successfully
C:\Program Files\Cisco Systems\Unified Application Environment\AppServer\Applica
tions folder copied successfully
C:\Program Files\Cisco Systems\Unified Application Environment\LicenseServer\Lic
enses folder copied successfully

Preparing to copy providers.

Metreos.CallControl.H323
To be copied ? : No
Metreos.CallControl.JTapi
To be copied ? : No
Metreos.CallControl.Sccp
To be copied ? : No
Metreos.CallControl.Sip
To be copied ? : No
Metreos.MediaControl
To be copied ? : No
Metreos.Providers.CiscoDeviceListX
To be copied ? : No
Metreos.Providers.Http
To be copied ? : No
Metreos.Providers.MDE
To be copied ? : No
Metreos.Providers.Presence
To be copied ? : No
Metreos.Providers.TimerFacility
To be copied ? : No

Backup completed successfully

Do you want to go to the main menu (Y/N) ?
-
    
```

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Note If you want to back up any other database, enter the names of the databases separated by a commas.

- Step 5** The Applications, Audio, Licenses, and Providers folders are copied to the C:\Stage folder. A log file is created in C:\.
- The backup is now complete. Please copy the C:\Stage folder at a different network location. This stage folder will be required during the restore.
- Step 6** Type **y** to go back to the main menu or **n** to exit from the tool.

Restore

Before running the Restore, please ensure that you have the Microsoft Windows 2008 Server 32 bit sp2 installed on the system and Cisco Unified Applications Environment 8.5 installed on it. Please check that all the Cisco Unified Application Server Services are up and running. Now copy the stage folder in the C: driver from the network location. Run the migration tool now.

Procedure

- Step 1** Type option **2** to enter the **CUAE Restore** screen.

```

CUAE RESTORE
-----
This will restore your CUAE. It is mandatory to copy the Stage folder
from the backup machine (2.4,2.5 or 8.0) to the 8.5 machine where
restore is to be done.
The following operations will take place :

1. Restores the databases.
2. Copies the contents of Audio,Applications and Licenses folders to
   their respective original directories.
3. Copies the contents of Providers folder to their respective locations.

Press any key to start Restore.
  
```

- Step 2** Press any key to start the restore procedure.
- The tool checks for C:\Stage folder in the system. If the folder is not found, it displays an error message. The tool copies the folder from the backup machine (2.4, 2.5 or 8.0) to the system where the restore is to be done.
- If the folder is found, restore is initiated.
- The tool restores the databases and copies the Applications, Audio, Licenses, and Providers folders back to their original directories.

```

Press any key to start Restore.
Backing up Databases.

Backupfilename = backupmce.sql
Database name to be restored = mce

Executing Command: mysql -u metroes -pYUtBhWDpm6x7n0e4C8FrGDv0pAKqU631U.jFCcIbCP4
uWauJ8kfiP5Qgtk18bGGiSfm79C9rrZNLBYKOfXBRneP08mPLKx7J32YQPxAASepskms01AkhXAEmb8
KjiGSo mce <C:\Stage\backupmce.sql

Database mce restored successfully.

Backupfilename = backupmce_standby.sql
Database name to be restored = mce_standby

Executing Command: mysql -u metroes -pYUtBhWDpm6x7n0e4C8FrGDv0pAKqU631U.jFCcIbCP4
uWauJ8kfiP5Qgtk18bGGiSfm79C9rrZNLBYKOfXBRneP08mPLKx7J32YQPxAASepskms01AkhXAEmb8
KjiGSo mce_standby <C:\Stage\backupmce_standby.sql

Database mce_standby restored successfully.

Backupfilename = Backupmysql.sql
Database name to be restored = mysql

Executing Command: mysql -u metroes -pYUtBhWDpm6x7n0e4C8FrGDv0pAKqU631U.jFCcIbCP4
uWauJ8kfiP5Qgtk18bGGiSfm79C9rrZNLBYKOfXBRneP08mPLKx7J32YQPxAASepskms01AkhXAEmb8
KjiGSo mysql <C:\Stage\Backupmysql.sql

Database mysql restored successfully.

Backupfilename = Backuptest.sql
Database name to be restored = test

Executing Command: mysql -u metroes -pYUtBhWDpm6x7n0e4C8FrGDv0pAKqU631U.jFCcIbCP4
uWauJ8kfiP5Qgtk18bGGiSfm79C9rrZNLBYKOfXBRneP08mPLKx7J32YQPxAASepskms01AkhXAEmb8
KjiGSo test <C:\Stage\Backuptest.sql

Database test restored successfully.

Restoring the Providers Folder..

Providers restored successfully

Restoring the applications, audio and license folders

C:\Program Files\Cisco Systems\Unified Application Environment\MediaServer\Audio
folder restored successfully

C:\Program Files\Cisco Systems\Unified Application Environment\AppServer\Applica
tions folder restored successfully

C:\Program Files\Cisco Systems\Unified Application Environment\LicenseServer\Lic
enses folder restored successfully

Restore completed successfully

It is recommended that you reboot the system. Reboot now (Y/N)
_

```

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The restore is now complete.

- Step 3** Type **y** to reboot the system and then exit from the tool or **n** to exit without a system reboot.

```

Restore completed successfully

It is recommended that you reboot the system. Reboot now (Y/N)
n

Press any key to quit
_

```

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Log File

A log file, CuaeMigrationLog.log, is created in C:\ that contains all the logs created during the Backup and Restore operations. All the logs appear with a timestamp.

The path of the log file is C:\CuaeMigration.log.

Installing the MDE Components Manually

To install the MDE components manually, follow these steps:

Procedure

-
- Step 1** Download and install Java SDK Version **jdk-6u22-windows-i586.exe** or latest version to the server on which CUAE is installed.
- Step 2** Download and install the Apache Tomcat Installer **apache-tomcat-6.0.26.exe** on the CUAE Server.
- In the Tomcat basic configuration options provide HTTP/1.1 Connector Port as 8020.
 - Go to **C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps**.
- Place the file **mde-messaging-service.war** in the webapps folder.



Note

Extract **mde-messaging-service.war** from the MDE.zip file provided with the Installers.

- Execute the following:

C:\Program Files\Apache Software Foundation\Tomcat 6.0\bin\tomcat6.exe

- Go to **C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\mde-messaging-service\WEB-INF**

Open the **web.xml** file to edit. And change the following parameters.

- Provide the CUAE IP in the param-value for MESSAGING-SERVER-IP.
- Provide the value 8020 in the param-value for MESSAGING-SERVER-PORT.

Save and exit the **web.xml** file.

- Go to **C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\mde-messaging-service\WEB-INF\classes**

Open the file **hibernate.cfg.xml** and edit the CUAE Server IP address and port number in the line as given below:

```
<property name=connection.url>jdbc:mysql://CUAE IP:3306/mdepdb</property>
```

In the same file, also verify that password used for root during installation process is same.

- Step 3** For MDE Dispatcher Service, perform the following operations:
- Copy the folder **mde-dispatcher-service** from the **MDE.zip** folder provided with the installers and paste it in the C drive location of the CUAE Server.
 - Edit the file **runMDEService.bat** to assign CUAE Server IP address at two locations in the file.
- Step 4** For CUAE MDE Database Configuration setup, perform the following operations:
- Login to CUAE DB using command: **mysql -u root -p**

- b. Enter the DB password.
- c. Enter the command: **use mdepdb;**
- d. Enter the command: **Source /filepath/mdepdb.sql**



Note Extract **mdepdb.sql** from the **MDE.zip** file. Copy the **mdepdb.sql** file in the CUAE Server. Filepath is the location where the **mdepdb.sql** file is copied.

- e. Enter the command:
GRANT ALL PRIVILEGES *.* TO root@CUAE IP IDENTIFIED BY 'metreos'



Note Where **root** is the mysql's root user and **metreos** is the root password.

- Step 5** To run the MDE Dispatcher Service and MDE Messaging Server.
- a. Login to CUAE Server > Command Prompt > **C:\mde-dispatcher-service\runMDEService.bat**
 - b. Command Prompt > **C:\Program Files\Apache Software Foundation\Tomcat 6.0\bin\tomcat6.exe**

Configuring the MDE Provider in CUAE Administrator Page

To configure the MDE Provider in Cisco Unified Application Environment Administration, follow these steps:

Procedure

- Step 1** Go to **Plugins > List Plugins**.
- Step 2** Select **MDE Provider**.
- Step 3** Enter the CUAE IP address.
- Step 4** In MDE Database Port Enter the value as – **3306**
- Step 5** IP address of Dispatcher as the CUAE IP address.
Remaining value remains the same.

Installation Error Messages

[Table 3](#) describes installation error messages that might be displayed in the dialog boxes and log files during installation. You can obtain and review the log files from these locations:

- C:\8.5.xxxx-core-addendum-installer.log
- C:\8.5.xxxx-cisco_unified_application_environment_application server-install.log
- C:\8.5.xxxx-cisco_unified_application_environment_media_engine-install.log
- C:\8.5.xxxx-cisco_unified_application_environment_platform_services-install.log

If the installation was a success, you can either delete or archive the log files.

Table 3 **Installation Error Messages**

Error Message	Possible Cause	Corrective Action
The Cisco Unified MCS OS Core Addendum must be installed before you can install the platform services.	You attempted to install the components out of order.	Install the components in the following order: <ol style="list-style-type: none"> 1. Cisco Unified Core Addendum 2. Cisco Unified Application Environment Platform Services 3. Cisco Unified Application Environment Application Server 4. Cisco Unified Application Environment Media Engine
The Cisco Unified Application Environment Platform Services must be installed before installing the Application Server.		
The Cisco Unified Application Environment Application Server must be installed before installing the Media Engine.		
Could not connect to MySQL '<hostname>'. [MySQL][ODBC 3.51 Driver]Access denied for user '<user>'@'<host>'. '<user>'@'<host>'.	The username and password credentials for the MySQL database are not correct.	Verify that the username and password are valid for the MySQL server, and that the user has permission to create databases, such as a root user. If necessary create such a user with the appropriate permission.
The service password is incorrect and could not be verified. Please try again.	The service user password entered for the Cisco Unified Application Server and/or the Cisco Unified Media Engine installer does not match the service user password defined in the Cisco Unified Platform Services installer.	Enter in the password you defined in the Cisco Unified Platform Services installer.

Frequently Asked Questions

- Q.** How long does it take to install the Cisco Unified Application Environment?
- A.** The entire installation process, excluding pre-/post-installation tasks, takes approximately 30 minutes.
- Q.** Which servers does Cisco support for this installation?
- A.** See *Cisco Unified Application Environment Hardware Compatibility Matrix* listed in [Related Documentation, page 2](#).
- Q.** Can I install other software on the server?

- A. You may only install supported software applications on the server. If you do not know whether the software application is supported, do not install it on the server.



Caution

Installing unsupported software applications on the server could cause severe performance problems and call-processing interruptions.

- Q. What if I encounter problems during the installation?
- A. See [Installation Error Messages, page 18](#) for a list of error messages, and suggestions for resolving them.
- Q. What happens if the firewall is not configured properly with Cisco Unified Application Environment 8.5 server on Microsoft Windows 2008 Server?
- A. Cisco Unified Application Environment Web Admin page does not open from a remote browser. The application deployments fail with an error message “Application Server Inaccessible” and hence cannot be deployed, by the designer, on a remote system. See [Configuring Firewall Settings, page 9](#) for configuration details.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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