



Cisco Mobility Services Engine Virtual Appliance Installation Guide for Cisco CMX Release 10.6.0 and Later

First Published: 2017-04-02

Last Modified: 2020-04-17

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Preface



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- [Audience, on page iii](#)
- [Conventions, on page iii](#)
- [Related Documentation, on page iv](#)
- [Communications, Services, and Additional Information, on page iv](#)

Audience

This document is for network administrators who configure Cisco Connected Mobile Experiences (Cisco CMX) services.

Cisco CMX is the on-premise location service that is provided as part of the Cisco DNA Spaces overall location as a platform service.

Conventions

This document uses the following conventions:

Table 1: Conventions

Convention	Indication
bold font	Commands and keywords and user-entered text appear in bold font .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[]	Elements in square brackets are optional.

Convention	Indication
{x y z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string. Otherwise, the string will include the quotation marks.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
<>	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.



Note Means reader take note. Notes contain helpful suggestions or references to material not covered in the manual.



Tip Means the following information will help you solve a problem.



Caution Means reader be careful. In this situation, you might perform an action that could result in equipment damage or loss of data.

Related Documentation

For more information on coding and specific assistance, see:

<https://developer.cisco.com/site/cmx-mobility-services/>

For more information about Cisco Mobility Services Engine and related products, see:

<http://www.cisco.com/c/en/us/support/wireless/mobility-services-engine/tsd-products-support-series-home.html>

For more information about Cisco Connected Mobile Experiences (Cisco CMX), see:

<http://www.cisco.com/c/en/us/solutions/enterprise-networks/connected-mobile-experiences/index.html>

For more information about Cisco DNA Spaces, see:

<https://support.dnaspaces.io/>

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CHAPTER 1

Installing Cisco CMX in a VMware Virtual Machine

This chapter describes how to install and deploy a Cisco Mobility Services Engine (MSE) virtual appliance.

Cisco CMX is a prebuilt software solution that comprises one or more virtual machines (VMs) that are packaged, maintained, updated, and managed as a single unit. Cisco CMX is distributed as an Open Virtual Appliance (OVA) for installation on a virtual appliance and as an ISO image for installation on a physical appliance.

Cisco CMX acts as a platform (physical or virtual Cisco Mobility Services Engine [MSE] appliance) to deploy and run the Cisco services.

If you choose Location during installation, you will see the following services in Cisco CMX GUI.

- DETECT & LOCATE—Active for 120 day trial period unless either a CMX base or advanced license is added.
- ANALYTICS—Active for 120 day trial period unless a CMX advanced license is added.

If you choose Presence during installation, you will see the following services in the Cisco CMX GUI.

- CONNECT—Active for 120 day trial period unless either a CMX base license is added.
- PRESENCE ANALYTICS

- [Virtualization Concepts, on page 2](#)
- [Installation Overview, on page 2](#)
- [Restrictions for Installing Cisco CMX in a VMware Virtual Machine, on page 2](#)
- [Cisco CMX Virtual Appliance Deployment Checklist, on page 3](#)
- [Prerequisites for Installing Cisco CMX in a VMware Virtual Machine, on page 3](#)
- [Hardware Guidelines, on page 4](#)
- [Release Upgrade Compatibility Matrix, on page 4](#)
- [VM Alerts, on page 7](#)
- [Downloading the Cisco CMX OVA File, on page 8](#)
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- [Installing Cisco CMX Using Web Interface, on page 19](#)
- [Upgrading from Cisco CMX 10.5 to 10.6.0 and Later, on page 22](#)
- [Verifying Installation of Cisco CMX in a VMware Virtual Machine, on page 23](#)

Virtualization Concepts

Refer to these documents for information on virtualization:

- [Virtualization Overview](#)
- [Setting Up ESXi](#)
- [Virtualization Basics](#)

Installation Overview

The following table lists the Cisco CMX virtual appliance installation process and contains information about the sections providing details about them:

Table 2: Installation Overview

Step	Task	See
1	Review the deployment checklist and prepare for the installation of a Cisco CMX virtual appliance.	Cisco CMX Virtual Appliance Deployment Checklist, on page 3 and Hardware Guidelines, on page 4
2	Download the Cisco CMX Open Virtualization Archive (OVA) file from Cisco.com.	Downloading the Cisco CMX OVA File, on page 8
3	Deploy the Cisco CMX OVA file.	Deploying the Cisco CMX OVA File Using the VMware vSphere Web Client, on page 8
4	Configure the basic configurations and install the Cisco CMX virtual appliance.	Configuring Cisco CMX Release 10.5.x and Later, on page 13
5	Set up the Cisco CMX virtual appliance.	Installing Cisco CMX Using Web Interface, on page 19



Note Performing a Cisco CMX installation over high latency links might not work in a reliable manner. If you want to install Cisco CMX on a remote location, we recommend that you load the ISO to a remote file server that can be accessed locally by the remote server.

Restrictions for Installing Cisco CMX in a VMware Virtual Machine

- Map size must be less than 5 MB in Cisco Prime Infrastructure.

- There must be less than 1000 access points on a single map.
- The Mobile Application Server is not available.
- The Wireless Intrusion Prevention System (wIPS) is available with limited feature support. From 10.4 release onwards, Cisco CMX supports rogue access points and rogue clients.
- A common NTP server must be used to synchronize the time.
- Simple Mail Transfer Protocol (SMTP) Mail Server name and authentication mechanism must be used for the Cisco CMX mail notification system.
- VMware vSphere Storage API - Data Protection (VADP) hypervisor clone feature is not supported

Cisco CMX Virtual Appliance Deployment Checklist

- Cisco Wireless Controller has IP connectivity to a Cisco CMX instance.
- Cisco Prime Infrastructure has IP connectivity to a Cisco CMX instance.
- Port 16113 is routable from Cisco WLC to the Cisco CMX IP address.
- Port 161 (for Simple Network Management Protocol [SNMP] traffic) is routable from Cisco WLC to the Cisco CMX IP address.
- SSH client to log in with the root access to the VM is present.
- A Secure Copy (SCP) client (on MAC native or installed on PC) or a Secure File Transfer Protocol (SFTP) exists to move files into Cisco CMX OVA (specifically, map files and images to upgrade).
- Ensure that UDP port 2003 is routable from Cisco WLC to Cisco CMX IP addresses for hyperlocation .



Note If you are using Cisco 3365 CMX Appliance and need to deploy Cisco CMX 10.5, you can only restore a backup file of maximum 200GB. If your backup file size is more than 200GB, we recommend that you add external disks or perform a selective backup for restoring Cisco CMX data.

Prerequisites for Installing Cisco CMX in a VMware Virtual Machine

- VMware vSphere client.
- Cisco 10.6 OVA, which can be downloaded from [Download Software](#) on cisco.com.
- Hostname IP address, netmask, default gateway, DNS IP address, and Network Time Protocol (NTP) Server IP address or name.

Hardware Guidelines

The following table lists the hardware guidelines for the Cisco CMX virtual appliance.



Note If the hardware requirements are not met, the OVA deployment fails. Similarly, the Cisco CMX setup fails during installation when the other minimum requirements listed in the table below are not met.

Table 3: Hardware Guidelines

Hardware Platform	Basic Appliance	Standard Appliance	High-End Appliance
CPU	8 vCPU (2.4 GHz core)	16 vCPU (2.4 GHz core)	20 vCPU (2.4 GHz core)
RAM	24 GB	48 GB	64 GB ¹
HDD ²	550 GB	550 GB	1 TB

¹ The high-end deployment VM (20 vCPU, 64 GB RAM) reserves 63.74 GB for itself and the rest of the RAM is used by ESXi.

² For Cisco CMX OVA installation, 160 GB is the default HDD (hard disk drive) on low-end, standard and high-end virtual machines. We strongly recommend immediately after deploying the OVA file and before powering on the VM that you increase the disk space to the recommended amount as described in the above table, so that the HDD resource does not run low while using Cisco CMX. If you do not increase the disk space before powering on the VM, refer to the VMWare 6.7 guidelines on how to increase disk space: https://docs.vmware.com/en/VMware-vSphere/6.7/com.vmware.vsphere.vm_admin.doc/GUID-79116E5D-22B3-4E84-86DF-49A8D16E7AF2.html



Note We recommend you to allocate the required HDD space. For more information, see step 12 in [Deploying the Cisco CMX OVA File Using the VMware vSphere Web Client, on page 8](#) section.

Release Upgrade Compatibility Matrix

The following table lists the Cisco CMX releases available on Cisco.com.

Table 4: Cisco CMX Releases Available on Cisco.com

Cisco CMX Release	OVA	3365 ISO	3375 ISO	Upgrade Option Only
10.1.0	cmx-v10-1-0.ova	—	—	—
10.1.1	—	10.1.1	—	—

Cisco CMX Release	OVA	3365 ISO	3375 ISO	Upgrade Option Only
10.1.1-2	—	—		cisco_cmx-10.1.1-2.tar.gz (cisco_cmx-10.1.1-2.x86_64.rpm and cisco_cmx_connect-10.1.1-30.x86_64.rpm)
10.1.2	—	—		cisco_cmx-10.1.1-2.tar.gz
10.2	10.2 OVA	10.2 ISO		10.2 backend upgrade (10.1 and 10.1.1 to 10.2) script and.CMX image file
10.3	10.3 OVA	10.3 ISO		—
10.4	10.4 OVA	10.4 ISO		—
10.5	10.5 OVA	10.5 ISO		No direct upgrade option. New OVA/ISO System
10.6	10.6 OVA	10.6 ISO	10.6 ISO	—

Table 5: Node Types Supported Per Release

Release	Location and Analytics Node	Location and Connect Node	Location, Analytics, and Connect Node (L-Node)	Connect and Presence Node (P-Node)	High Availability
10.1.0	Yes	—	—	—	—
10.1.1-2	Yes	Yes	Yes	—	—
10.1.2	Yes	Yes	Yes	—	—
10.2	Use the upgrade script to change Location and Analytics to Location, Analytics, and Connect internally.	Use the upgrade script to change Location and Connect to Location, Analytics, and Connect internally.	Yes	Yes	—
10.3	Use the upgrade script to change Location and Analytics to Location, Analytics, and Connect internally.	Use the upgrade script to change Location and Connect to Location, Analytics, and Connect internally.	Yes	Yes	Yes

Release	Location and Analytics Node	Location and Connect Node	Location, Analytics, and Connect Node (L-Node)	Connect and Presence Node (P-Node)	High Availability
10.4	Use the upgrade script to change Location and Analytics to Location, Analytics, and Connect internally.	Use the upgrade script to change Location and Connect to Location, Analytics, and Connect internally.	Use the upgrade script to change Location and Connect to Location, Analytics, and Connect internally.	Yes	Yes
10.5	No direct upgrade is available. New OVA/ISO system upgrade	No direct upgrade is available. New OVA/ISO system upgrade	Yes	Yes	Yes
10.6	Use the upgrade script to change Location and Analytics to Location, Analytics, and Connect internally.	Use the upgrade script to change Location and Connect to Location, Analytics, and Connect internally.	Yes	Yes	Yes

Table 6: Upgrade Path by Node Type

Upgrade Path 1 ³	Location and Connect Node	Location and Analytics Node	Location, Analytics, and Connect Node (L-Node)	Connect and Presence Node (P-Node)
10.1.0 OVA to 10.2	10.2 backend script to upgrade image to 10.2 and change Location and Connect to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2 and change Location and Analytics to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2.	—
10.1.1-2 tar.gz to 10.2	10.2 backend script to upgrade image to 10.2 and change Location and Connect to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2 and change Location and Analytics to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2.	—
10.1.2 tar.gz to 10.2	10.2 backend script to upgrade image to 10.2 and change Location and Connect to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2 and change Location and Analytics to Location, Connect, and Analytics.	10.2 backend script to upgrade image to 10.2.	—

10.2 OVA/ISO to 10.3	—	—	UI upgrade script to upgrade image.	UI upgrade script to upgrade image
10.3 OVA/ISO to 10.4	—	—	UI upgrade script to upgrade image.	UI upgrade script to upgrade image
10.5 OVA/ISO	—	—	UI upgrade script to upgrade image.	UI upgrade script to upgrade image
10.6 OVA/ISO	—	—	UI upgrade script to upgrade image.	Upgrade is supported from the Cisco CMX Release 10.5.x to Cisco CMX Release 10.6. Note Releases earlier than Cisco CMX Release 10.5 cannot be upgraded to Cisco CMX Release 10.6, for example Cisco CMX Release 10.4.1 cannot be upgraded to Cisco CMX Release 10.6.

³ The path that is provided for upgrade is the same as that used for backup and restore.

VM Alerts

The following table displays the alerts shown on the VM for the following conditions:

Table 7: VM Alerts

Hard Disk Status	Alert Shown
50 percent	Do Not Back Up
80 percent	System Is About To Run Out Of Space
85 percent	All The Services Are Stopped

Downloading the Cisco CMX OVA File

- Step 1** Download the Cisco CMX image from [Download Software](#) on cisco.com.
- Step 2** Save the Cisco CMX OVA installer to your computer and ensure that it is accessible.

Deploying the Cisco CMX OVA File Using the VMware vSphere Web Client

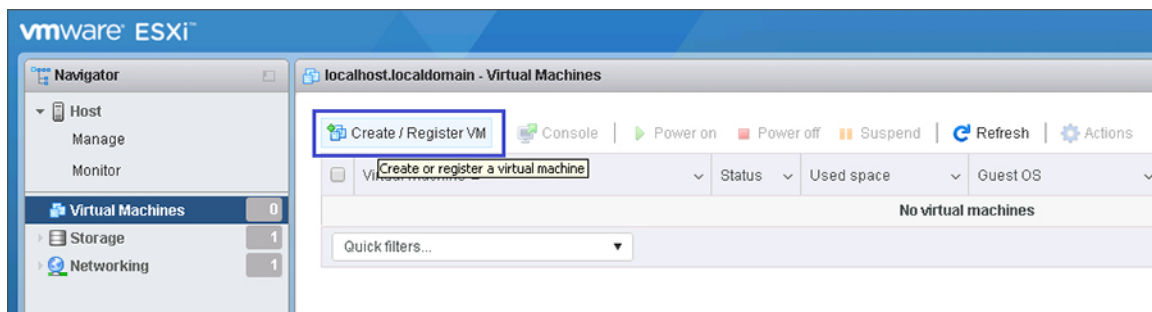
The VMware vSphere Web Client (Flash/Flex client) is the client to manage vCenter Server 6.5 environment with all the features and plugins. From VMware vSphere release 6.5 version, the recommended option to use is vSphere Web Client.

From VMware vSphere release 6.5 version, the **thick client** is no longer supported. Only the vSphere Client (HTML 5) and vSphere Web Client are supported.

To deploy the Cisco CMX OVA file using the VMware vSphere Web Client, follow these steps:

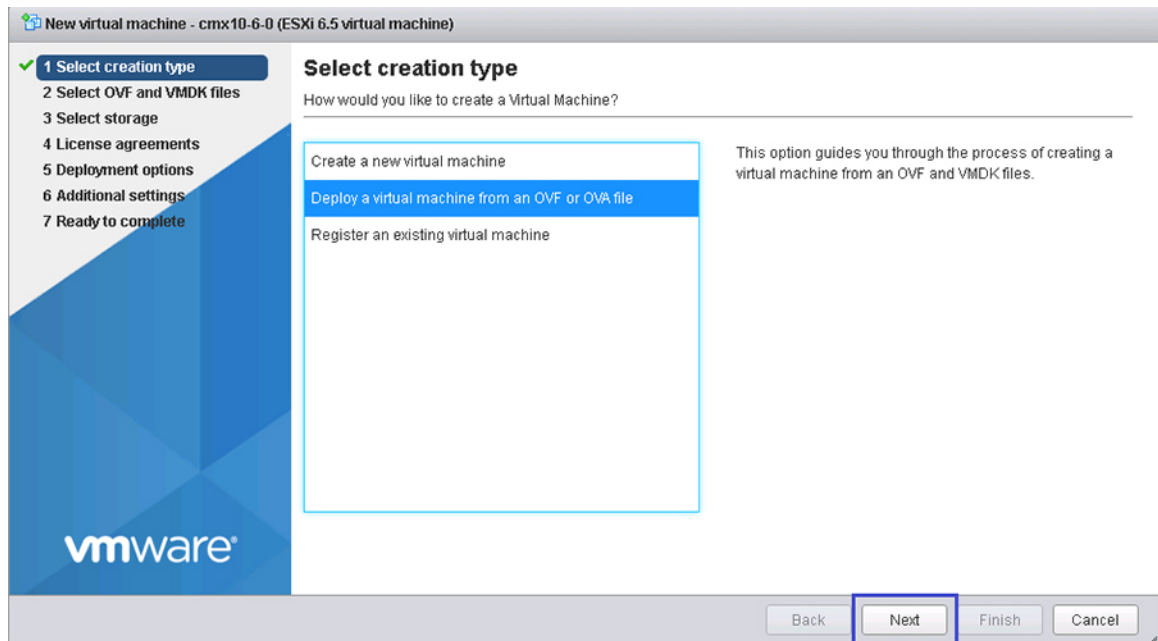
- Step 1** Launch the VMware vSphere Web Client application on your desktop.
- Step 2** From the **Navigator** pane, click **Create/Register VM** to create or register a virtual machine.

Figure 1: Create/Register VM



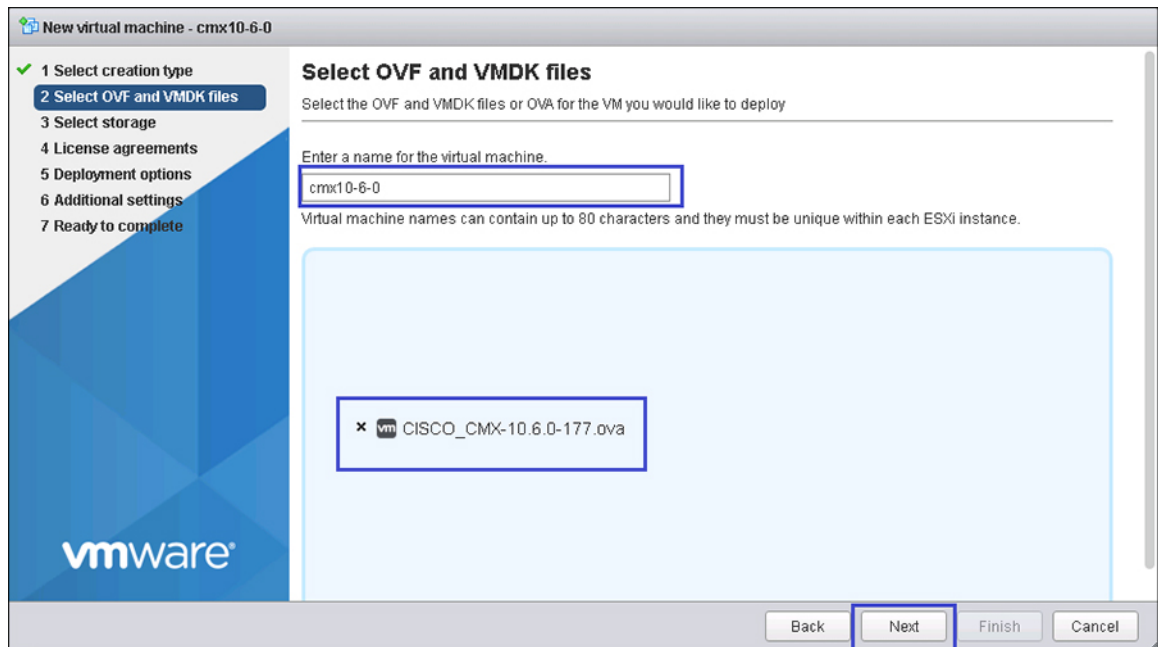
Step 3 Choose **Deploy a virtual machine from an OVF or OVA file** as a creation type and click **Next**. This option helps you to create a virtual machine from a Cisco CMX OVA file.

Figure 2: Deploy VM



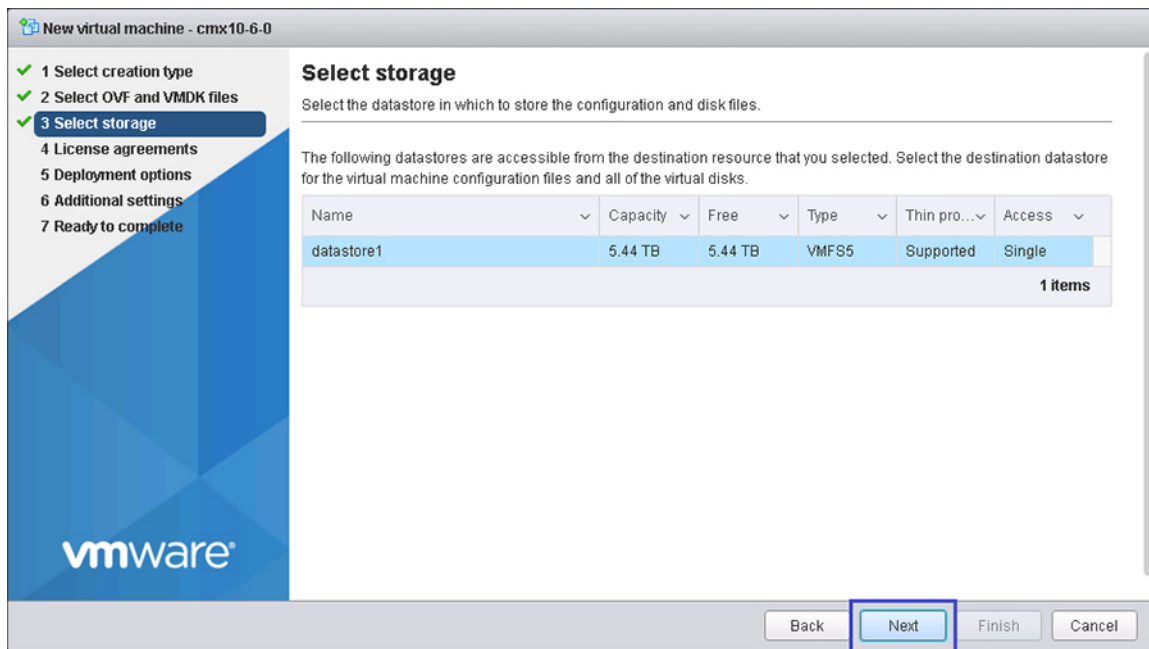
Step 4 In the **Select OVF and VMDK files** section, enter a name for the virtual machine, select the Cisco CMX OVA file that is stored locally on the machine and click **Next**.

Figure 3: Cisco CMX OVA



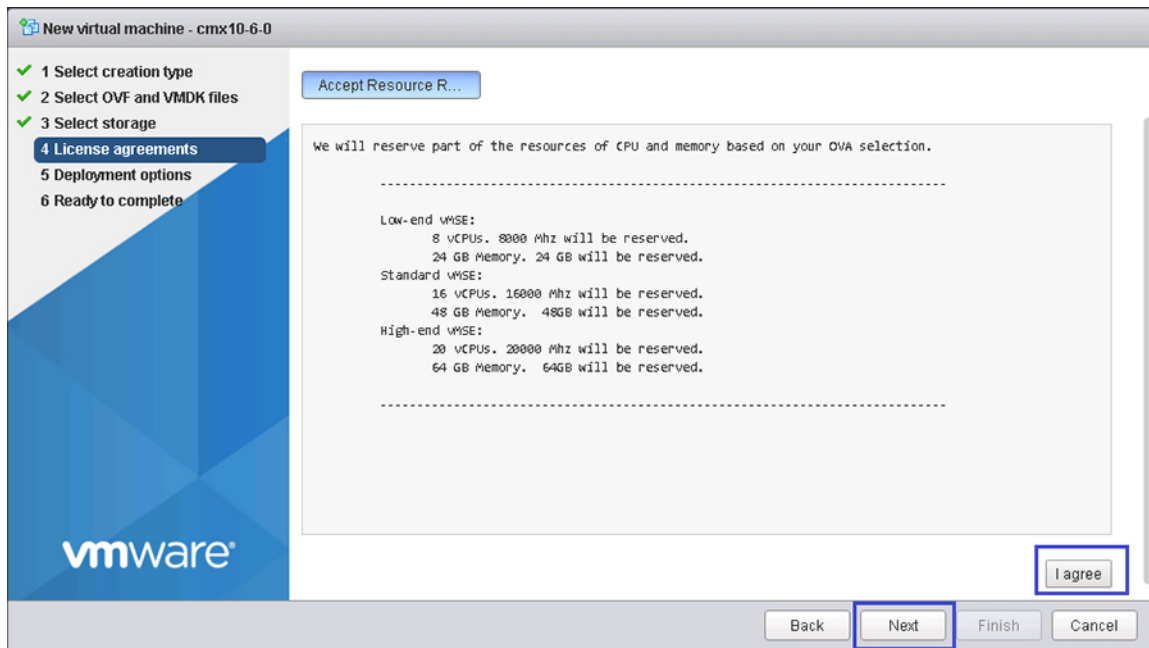
Step 5 Select the destination datastore for the virtual machine configuration files and virtual disks and click **Next**.

Figure 4: Datastore



Step 6 Click **I Agree** to accept the End User License Agreement and then click **Next**.

Figure 5: License Agreements



Step 7 Select the deployment options. Ensure that **Power on automatically** is not checked.

Figure 6: Deployment Options

New virtual machine - cmx-10-6-0

- ✓ 1 Select creation type
- ✓ 2 Select OVF and VMDK files
- ✓ 3 Select storage
- ✓ 4 License agreements
- ✓ 5 Deployment options
- 6 Ready to complete

Deployment options

Select deployment options

Network mappings	NAT	VM Network
Deployment type	[object Object] - Low-end	
Disk provisioning	<input checked="" type="radio"/> Thin <input type="radio"/> Thick	
Power on automatically	<input type="checkbox"/>	

Back Next Finish Cancel

434546

Step 8

In the Ready to complete section, review the settings and click **Finish**. Ensure that you do not refresh the browser while the VM is deployed.

Figure 7: Verify Settings


New virtual machine - cmx10-6-0

- ✓ 1 Select creation type
- ✓ 2 Select OVF and VMDK files
- ✓ 3 Select storage
- ✓ 4 License agreements
- ✓ 5 Deployment options
- ✓ 6 Ready to complete

Ready to complete

Review your settings selection before finishing the wizard

Product	Cisco CMX
VM Name	cmx10-6-0
Disks	cisco-cmx-disk1.vmdk
Datastore	datastore1
Provisioning type	Thin
Network mappings	NAT: VM Network
Guest OS Name	Unknown
Profile	[object Object]

 Do not refresh your browser while this VM is being deployed.

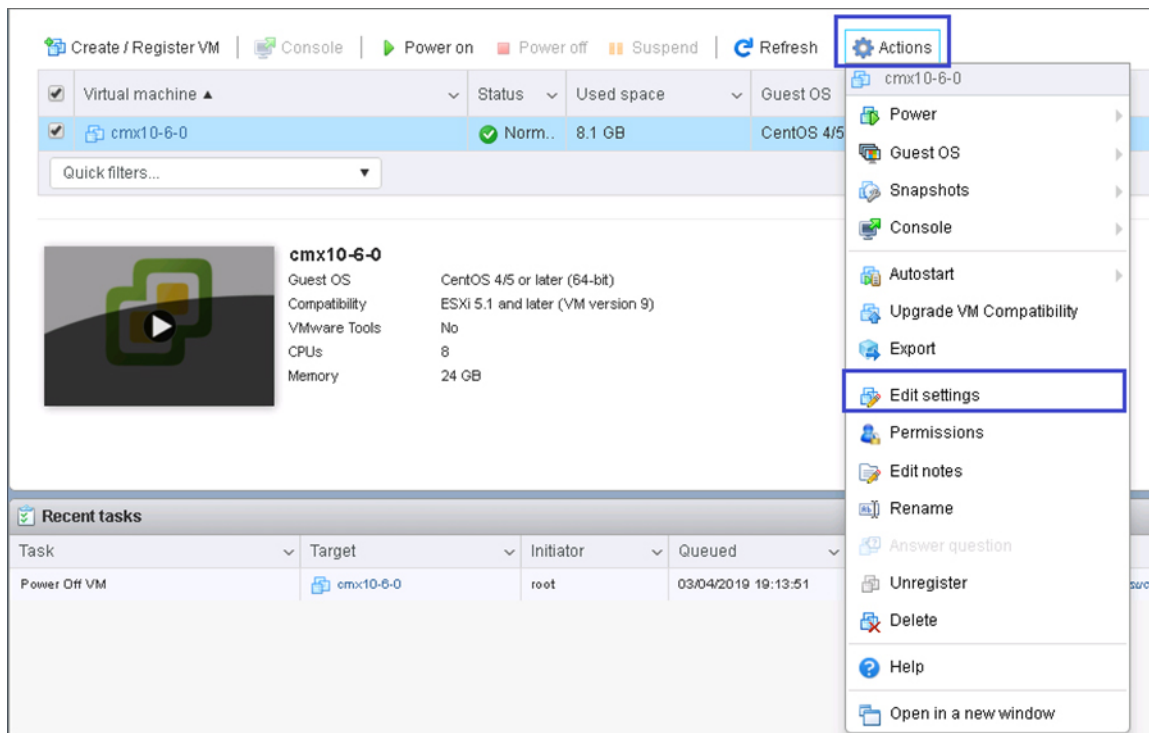
Back Next Finish Cancel

434547

Step 9

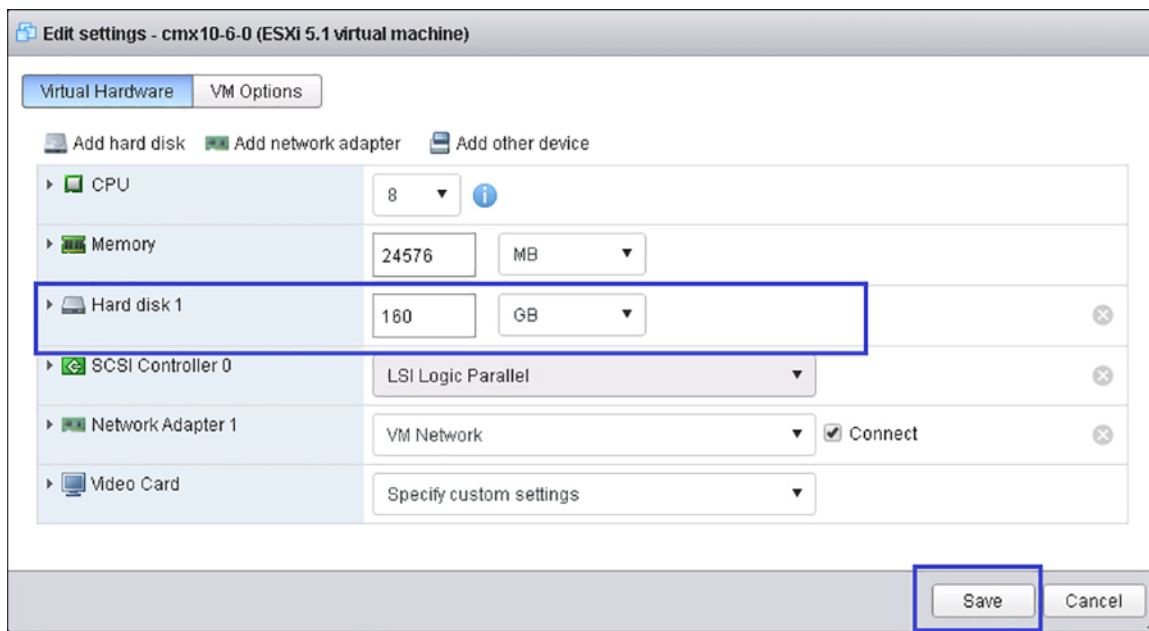
Click the deployed VM and choose **Actions > Edit settings**.

Figure 8: Edit Settings



Step 10 Click **Hard disk**, modify the provisioned size to match the instance requirement and click **Save**. The default size is 160 GB.

Figure 9: Hard Disk Provisioned Size



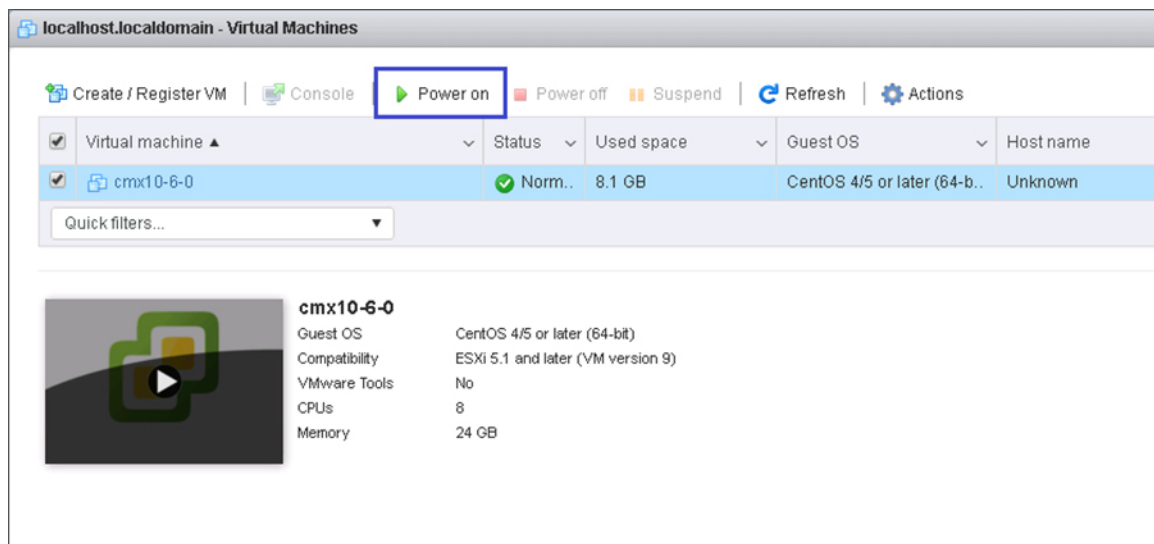
Note If the instance is powered on, it will display a warning message for the Hard Disk Size Failure (for Standard and High End instances) as shown below.

```
Restarting network...
Pinging 127.0.0.1.... Success
Pinging 172.19.33.211.... Success
Pinging 172.19.32.1.... Success
Network configuration completed successfully
*****
Checking if the machine meets required specification...
*****
+-----+-----+-----+-----+
| Check | Minimum Required | Actual | Result |
+-----+-----+-----+-----+
| Memory | 47GB             | 48GB  | #      |
+-----+-----+-----+-----+
| CPU    | 16               | 16    | #      |
+-----+-----+-----+-----+
| Disk   | 500GB            | 166GB | #      |
+-----+-----+-----+-----+
| hostname | RFC Compliant Hostname | STD-1061-33-211 | #      |
+-----+-----+-----+-----+
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!! Disk Check Size Failure !!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
Do you wish to continue with disk size failure?:
```

356191

Step 11 Click **Power on** to power on the VM. The first boot takes a while as the new disk has to be expanded.

Figure 10: Power On VM



434550

Configuring Cisco CMX Release 10.5.x and Later

After the Cisco CMX is deployed, you can install and configure a Cisco CMX virtual machine (VM). Note the following points:

- Cisco CMX does not have a node install menu. However, there is a first-boot script that checks if a configuration exists on the device. If the script does not find a valid configuration, it launches the setup routine and initiates network configuration tasks using the CLI, followed by the initial setup tasks on the browser.
- The new first-boot script determines if the initial configuration is completed, and then displays the normal login prompt. If the initial configuration is not completed, the default login prompt is displayed.



Note The `cmxctl node install` command is no longer valid.

To install and configure a Cisco CMX VM, follow these steps:

Step 1 Right-click the Cisco CMX VM and click **Open Console**.

The CentOS initial boot displays 3 options, with the last option, **rescue image**, being selected by default. Retain the selection and wait for 5 seconds.

Step 2 Enter the login name `cmxadmin` and password `cisco`, as prompted.

Figure 11: Console Window

```

CISCO CMX
Please login with user 'cmxadmin' password: cisco
localhost login:
  
```

Step 3 Press **Enter** when prompted, as shown in the figure below.

Figure 12: Press Enter

```

*****
*** Welcome to Cisco CMX
*** This setup procedure will take you through configuring your CMX.
*** Please press the enter key to continue...
*****
*** Adding default swap space
*****
  
```

Step 4 Enter a new password for the root user and reconfirm it when prompted. The password should meet the minimum requirements listed on the screen.

Note The root password is used only for the root operating system configuration and not for the `cmxadmin` user functions.

Starting Cisco CMX Release 10.6.3, you are not required to enter new password for root user.

Step 5 Enter a new password for `cmxadmin` user and reconfirm it. The password should meet the minimum requirements listed on the screen.

Note The `cmxadmin` password is used for logging in to the Cisco CMX account for future network admin configurations.

Figure 13: Set Passwords

```
*****
** Welcome to Cisco CMX
** This setup procedure will take you through configuring your CMX.
** Please press the enter key to continue...
*****
** Adding default swap space
*****

** Password Specification
** Password must have 8 to 28 alphanumeric characters...
** ...starting with an alpha character
** Password must contain a digit and must also contain...
** ...digit keys special characters

Setting new password for *root*
Password:
```

Step 6 Enter the following network configuration parameters when prompted.

- Hostname
- IP Address
- Netmask
- Gateway
- DNS Server
- Search Domain Name

Figure 14: Network Configuration Parameters

```
*****
Configuring Network...
*****
Please enter hostname: cisco-cmx-centos7-test8
Please enter IP address: 172.19.28.248
Please enter netmask: 255.255.255.8
Please enter gateway: 172.19.28.1
Please enter DNS server: 171.78.168.183
Please enter search domain name: cisco.com
Are the network settings correct?: yes_
```

Step 7 Confirm the network configurations when prompted.

Step 8 The network is restarted and a success message is displayed.

Figure 15: Network Configuration Success Message

```
Restarting network...
Pinging 127.0.0.1.... Success
Pinging 172.19.28.248.... Success
Pinging 172.19.28.1.... Success
Network configuration completed successfully
*****
Checking if the machine meets required specification...
*****
```

Step 9 (Optional) Enter the NTP server name or the IP address of the NTP server when prompted.

Figure 16: NTP Server Configuration

```
*****
Configuring NTP Server...
*****
Please enter the NTP server name (blank for no NTP server) []: ntp.esl.cisco.com
Setting ntp server ntp.esl.cisco.com
*****
Configuring Timezone and date...
*****
Please identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
1) Africa
2) Americas
3) Antarctica
4) Arctic Ocean
5) Asia
6) Atlantic Ocean
7) Australia
8) Europe
9) Indian Ocean
10) Pacific Ocean
11) none - I want to specify the time zone using the Posix TZ format.
#? _
```

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Note

- After installation, the task of changing the NTP information either through the CLI or the GUI is not supported. Use the **cmxos reconfigure** command from the CMX CLI to change the NTP information. The following example shows a workaround to change the NTP information.

```
cmxctl stop
cmxctl stop ?a
!Go to root user
su
!Run the timezone script
/opt/cmxb/bin/tzselect
!Logout of the box
exit
!Log back in and check the timezone
date
!Restart the services
cmxctl start agent
cmxctl start
```

Step 10 Configure a time zone and save the changes.

Figure 17: Configuring a Time Zone

```

Configuring Timezone and date...
*****
Please identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
 1) Africa
 2) Americas
 3) Antarctica
 4) Arctic Ocean
 5) Asia
 6) Atlantic Ocean
 7) Australia
 8) Europe
 9) Indian Ocean
10) Pacific Ocean
11) none - I want to specify the time zone using the Posix TZ format.
#? 10
Please select a country.
 1) Chile
 2) Cook Islands
 3) Ecuador
 4) Fiji
 5) French Polynesia
 6) Guam
 7) Kiribati
 8) Marshall Islands
 9) Micronesia
10) Nauru
11) New Caledonia
12) New Zealand
13) Niue
14) Norfolk Island
15) Northern Mariana Islands
16) Palau
17) Papua New Guinea
18) Pitcairn
19) Samoa (American)
20) Samoa (western)
21) Solomon Islands
22) Tokelau
23) Tonga
24) Tuvalu
25) United States
26) US minor outlying islands
27) Vanuatu
28) Wallis & Futuna
#? 25_

```

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Step 11

(Optional) Encrypt the /opt partition of the disk. You can perform disk encryption during the installation process or at a later time.

- If you do not want to perform disk encryption, enter **N** and complete the CMX operating system configuration process. However, we recommend that you perform disk encryption after the CMX operating system configuration is complete, using the **cmxos encryptdisk** command. The time taken for disk encryption is equal to the amount of data available on the /opt partition.
- If you want to perform disk encryption, enter **y**. The system performs the /opt folder backup operation and enters the rescue mode. Confirm the passphrase for encrypting the disk. A system reboot is mandatory if you perform disk encryption during the installation. After the reboot, you must complete the CMX operating system configuration from <https://<ip address or CMX DNS name>:1984>.

Figure 18: Disk Encryption

```

*****
Disk Encryption...
*****
Do you want to encrypt the /opt partition of the disk ? [y/N]: y

*** After disk encryption, system will reboot once.
*** You will need to continue CMX configuration after the reboot.

Are you sure you want to encrypt the /opt partition of the disk ? [y/N]: y

Checking disk space requirements for backing up /opt folder ...
Looks Good.

Backing up /opt folder into /var ...
tar backup done.
Press Enter key to enter rescue mode and begin the encryption

```

Step 12 Access the URL when prompted.

Figure 19: Access URL for CMX Configuration - No Disk Encryption

```

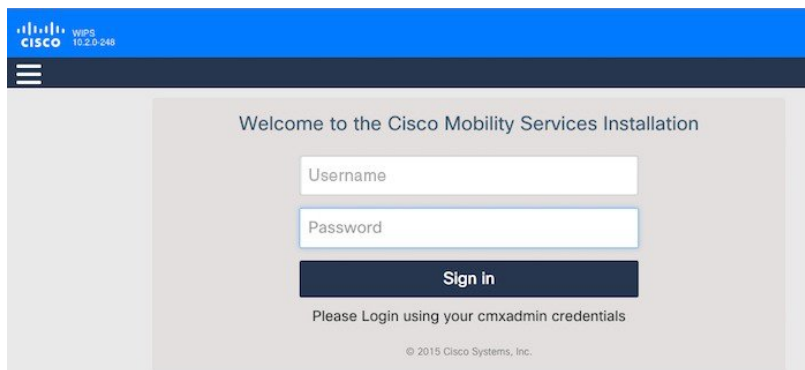
*****
CMX OS Configuration is complete.
Please visit below url to continue CMX configuration
*****
https://CMX-Install:1984
[cmxadmin@localhost ~]#

```

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Step 13 Open the URL `https://<ip-address>:1984` when prompted in the browser. The Cisco Mobility Services Installation sign-in window is displayed.

Figure 20: Sign-In Window



Step 14 Enter your cmxadmin credentials and proceed with the installation.

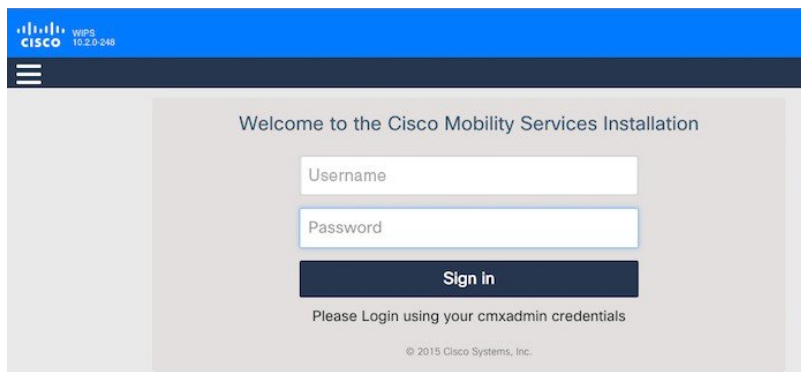
Note Use Step 13 and Step 14 while installing a new CMX VM.

Installing Cisco CMX Using Web Interface

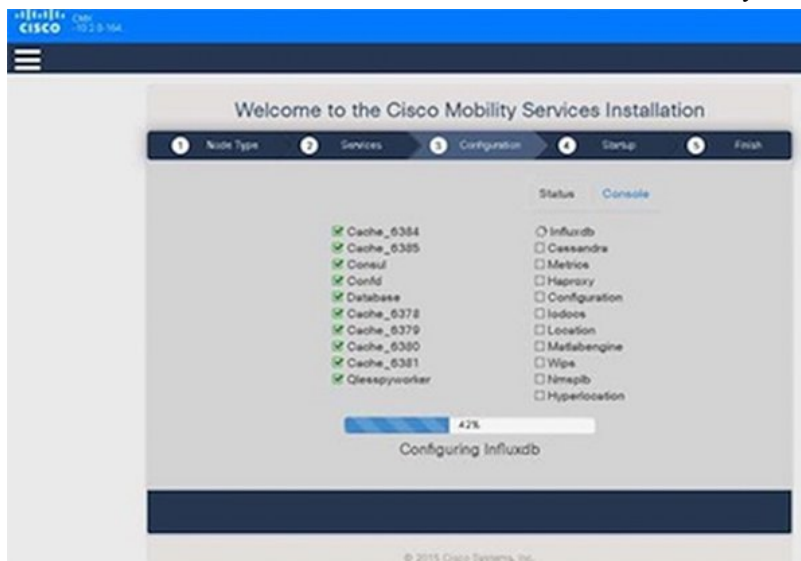
Launch the Cisco CMX user interface using Google Chrome 40 or later, and follow these steps:

Step 1 In the Cisco CMX web interface, enter the login credentials for a Cisco CMX administrator and click **Sign in** to continue. The login username is **cmxadmin**. Use the password that was configured when the system was started for the first time.

Figure 21: Welcome Window



Step 2 Choose the Cisco CMX type as either **Location** or **Presence**. The installation is initiated and services are started. Note that this may take a few minutes.



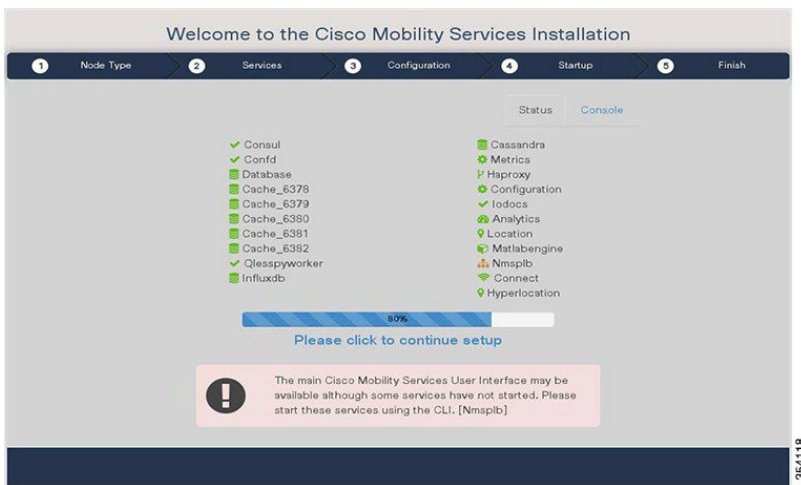
The sequence of events is as follows:

- a. Consul Configuration

- b. DB Installation
- c. Schema Migration
- d. InfluxDB Configuration
- e. Cassandra Installation
- f. Node Registration

Step 3 Click **Please click to continue setup** or press **Enter** to proceed to the main portal.

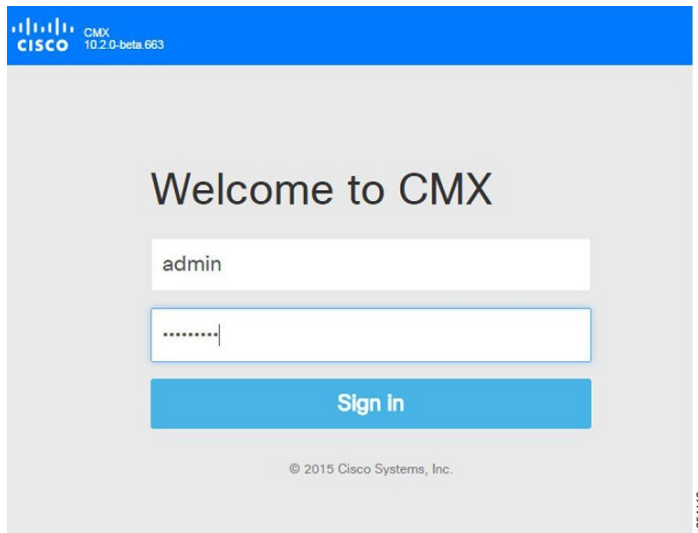
Note You can monitor the progress of the installation either through the graphical status display or the console output. Note that this console is for display only.



The installation is complete. If this is a reinstallation, the **Cisco CMX Welcome** window is displayed. If this is a fresh installation, the user is automatically authenticated and the **Cisco CMX Welcome** is skipped.

Step 4 Log in with the username **admin** and password **admin**.

Figure 22: Welcome Screen



What to do next

A **Edit User Settings** window is displayed, from where you can complete the initial configuration. You must now set a password for the admin user using this window.

Figure 23: Edit User Settings

The screenshot shows a web interface titled "EDIT USER SETTINGS". It contains the following fields and buttons:

- First Name:** Admin
- Last Name:** User
- Username:** admin
- Passphrase:** An empty text box next to a blue "Generate" button.
- Password:** A text box filled with six dots.
- Verify Password:** A text box filled with six dots.
- Save Changes:** A blue button at the bottom right of the form.

At the bottom of the interface, there are two labels: "Probing Client" and "RFID Tag".

Proceed to import Cisco WLC details and maps from Cisco Prime Infrastructure, and configure and test mail server settings.

Use `https://<ip address>` for all subsequent logins to the web user interface. Use `https://<ip-address>:1984` only for initial configuration.

Upgrading from Cisco CMX 10.5 to 10.6.0 and Later

There are three options to upgrade from Cisco CMX 10.5 to Cisco CMX 10.6:

- Option 1—Copy the Cisco CMX image into the Cisco CMX node, and then use the **cmxos upgrade** `<cmx-file>` command from the command line to perform the upgrade.
- Option 2—Use the web installer on port 1984, and choose **Remote File** to download the Cisco CMX image from a hosted site, for example, the Cisco CMX image may be available in an internal web server for download.
- Option 3—Use the web installer on port 1984, and choose **Local File** to upload the Cisco CMX image from your local machine through the web browser.

**Note**

- For upgrading to Cisco CMX 10.6.1, we recommend Option 1.
- If Option 2 or Option 3 is used then you may see that the web installer not showing the 100% completion on the screen. However the actual upgrade would have completed. We recommend that you wait for 20 minutes and run the **cmxctl status** command to confirm the upgrade status.
- We recommend that before performing a Cisco CMX install or upgrade, ensure that the certificates installed on Cisco CMX are valid and not expired. Cisco CMX upgrade will fail if the certificate is invalid or expired. For example, an invalid or expired certificate might cause failure during upgrade at Postgres / Database step.
- As a workaround to resolve the certificate issue during upgrade proces, you can clear the existing certificate using **cmxctl config certs clear** command followed by creating new valid certificate using **cmxctl config certs installnewcerts** command.

Verifying Installation of Cisco CMX in a VMware Virtual Machine

You can verify the overall system health and status of the Cisco CMX services using the **System** tab in the Cisco CMX user interface. Ensure that all the services, memory, and CPU indicate a healthy status (green) for each Cisco CMX and Cisco CMX node, and that there is at least 1 active Cisco WLC.

The **System** tab contains the following subtabs:

- **Dashboard**—Provides an overall view of the system.
- **Alerts**—Enables you to view live alerts.
- **Patterns**—Enables you to detect patterns of various criteria, such as Client Count, CPU Usage, Memory Usage, and so on.
- **Metrics**—Enables you to view system metrics.



CHAPTER 2

Virtual Machine Setup and Administration

This chapter contains the following sections:

- [Adding a Hard Disk to a Virtual Machine in the vSphere Client, on page 25](#)
- [Configuring the Network, on page 25](#)
- [Reconfiguring CPU and RAM for Cisco CMX installation, on page 25](#)

Adding a Hard Disk to a Virtual Machine in the vSphere Client

When you add a hard disk to a virtual machine (VM), you can create a new virtual disk, add an existing virtual disk, or add a mapped Storage Area Network (SAN) Logical Unit Number (LUN).

In most cases, you can accept the default device node. For a hard disk, a nondefault device node is useful to control the boot order or to have different Small Computer System Interface (SCSI) controller types. For example, you might want to boot from an LSI Logic controller and use a Buslogic controller with bus sharing turned on to share a data disk with another VM.

Configuring the Network

By default, the VM uses the host network settings. Hence, no configuration is required for VM adapters on ESXi. If you have both public and private networks connected to the host and want the VM to access both the networks, you must configure the VM adapters in the vSphere client.

Reconfiguring CPU and RAM for Cisco CMX installation

Before you run any commands to reconfigure the CPU and RAM, run the **cmxctl config** command to back up the current configuration. Ensure to make the Cisco CMX device offline before the reconfiguration.

-
- Step 1** Run the **cmxctl stop -a** command to stop all the Cisco CMX services.
 - Step 2** Run the **cmxos shutdown** command to shutdown the device.
 - Step 3** Navigate to VMWare manager.
 - Step 4** Change the RAM and CPU as required.

We recommend that you refer to the documentation for standard configurations. Random configurations may return unexpected results.

- Step 5** Restart up the device.
 - Step 6** Run the **cmxctl status** command to verify if all the Cisco CMX services are running.
 - Step 7** (Optional) If the Cisco CMX services are not running, run the **cmxctl start** command to start the services.
 - Step 8** To reconfigure the RAM reserved for each service, run the **cmxctl config reload --resize=True** command. Running this command will prompt to restart the services. Use the **cmxctl start** command to restart the services.
 - Step 9** To verify the configuration, run the **cmxctl config get** command and compare the current and previous configuration.
-



CHAPTER 3

Uploading the Cisco MSE/CMX ISO Image to the Cisco MSE 3365/Cisco CMX 3375



Note Make sure the Serial over Lan (SoL) functionality is enabled on the Cisco Unified Communication System (UCS). To enable SoL on the Cisco UCS server, use the **set enabled yes** command. For more information on enabling SoL, refer to the Cisco UCS documentation on Cisco.com.

- [Uploading Cisco CMX ISO Image to Cisco CMX 3375 Using Newer CIMC Versions, on page 27](#)
- [Uploading the Cisco CMX/MSE ISO Image to the Cisco MSE 3365 Using Newer CIMC Versions, on page 32](#)
- [Uploading the Cisco CMX/MSE ISO Image to the Cisco MSE 3365 Using Older CIMC Versions, on page 38](#)

Uploading Cisco CMX ISO Image to Cisco CMX 3375 Using Newer CIMC Versions

The Cisco CMX 3375 Appliance requires Cisco CMX Release 10.5.1 or later. Minimal configuration is done for the Cisco CMX as part of installation using the console. For hardware and software installation information, see the Cisco 3375 Appliance for Cisco Connected Mobile Experiences Installation Guide at:

<https://www.cisco.com/c/en/us/support/wireless/connected-mobile-experiences/products-installation-guides-list.html>

-
- Step 1** Download the Cisco CMX 10.5.1 image from [Download Software](#) on cisco.com.
 - Step 2** Power up the Cisco CMX 3375 appliance and configure the CIMC IP Address and user credentials.
 - Step 3** Log in to CIMC IP using Internet Explorer.
 - Step 4** In the left pane, click **Menu > Compute > BIOS**.
 - Step 5** From the **Configured Boot Mode** drop-down list, choose **Legacy**.

Figure 24: BIOS Configured Boot Mode

The screenshot displays the Cisco Integrated Management Controller (CIMC) web interface. The top navigation bar includes the Cisco logo, the text 'Cisco Integrated Management Controller', and a user profile for 'admin@XXXXXXXXX - cmx-3375-4'. Below the navigation bar, the page title is '/ Chassis / Summary'. The main content area is divided into two sections: 'Server Properties' and 'Cisco Integrated Management Controller (Cisco IMC) Information'. The 'Server Properties' section lists details such as Product Name (WZP22210MYV), Serial Number (WZP22210MYV), PID (AIR-CMX-3375-K9), UUID (E7D5746A-F059-4E89-B071-98200B90141C), BIOS Version (C220M5.3.1.3c.0.0307181404), and Asset Tag (Unknown). The 'Cisco IMC Information' section lists Hostname (cmx-3375-4), IP Address (172.19.28.202), MAC Address (70:0F:6A:ED:7A:B8), Firmware Version (3.1(3a)), Current Time (UTC) (Wed Jan 30 03:13:07 2019), Local Time (Wed Jan 30 03:13:07 2019 UTC +0000), and Timezone (UTC). Below these sections, there are two sub-sections: 'Chassis Status' and 'Server Utilization'. The 'Chassis Status' section shows various indicators: Power State (On), Overall Server Status (Good), Temperature (Good), Overall DIMM Status (Good), Power Supplies (Good), Fans (Good), and Locator LED (Off). The 'Server Utilization' section features a bar chart showing utilization percentages for Overall Utilization (%), CPU Utilization (%), Memory Utilization (%), and IO Utilization (%). At the bottom right of the interface, there are 'Save Changes' and 'Reset Values' buttons.

Step 6 Follow the on screen instruction to reboot the system.

Step 7 Click **Configure Boot Order**.

Step 8 In the **Configure Boot Order** window, click **Advanced** tab.

Step 9 Click **Add Virtual Media**.

Step 10 Enter a name for the new virtual media.

Step 11 From the **Sub Type** drop-down list, choose **KVM MAPPED DVD**.

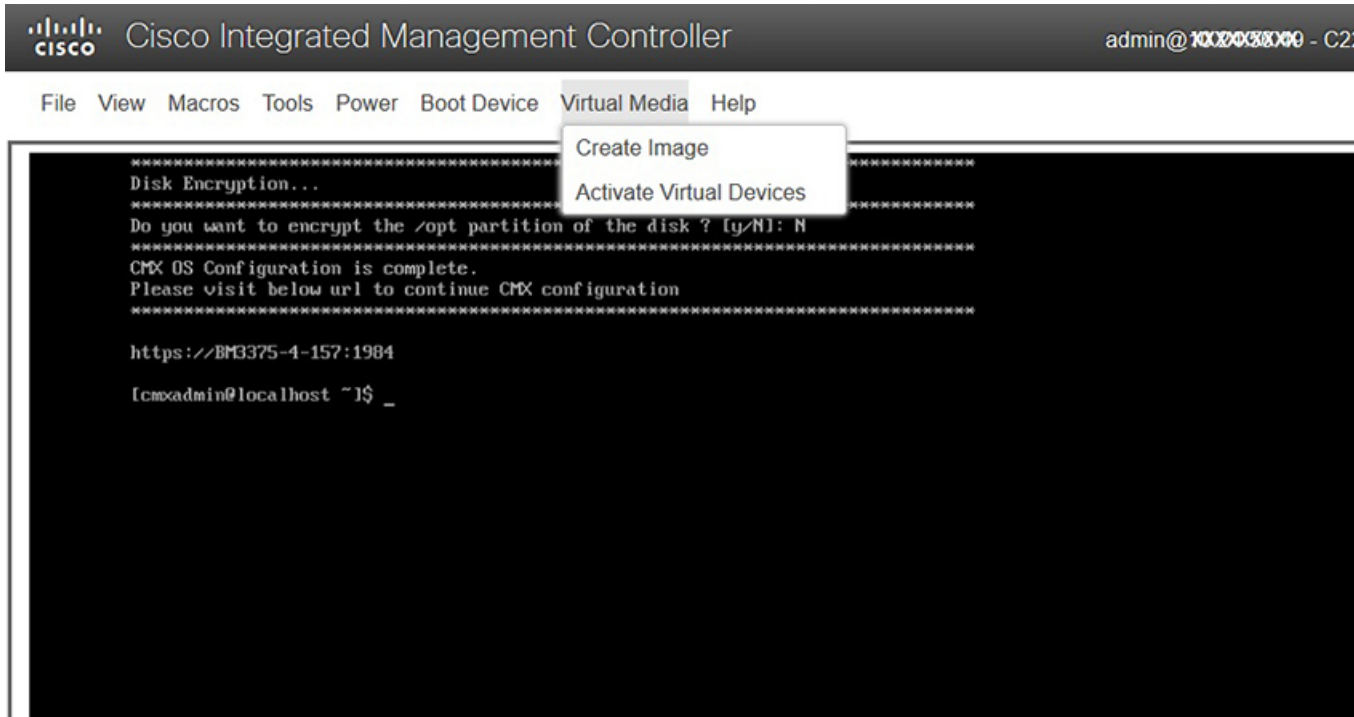
Step 12 Click **Save Changes**.

The new virtual media is created and enabled.

Step 13 Use IE and open KVM. We recommend that you use JAVA Based KVM on IE or Firefox for more consistent results.

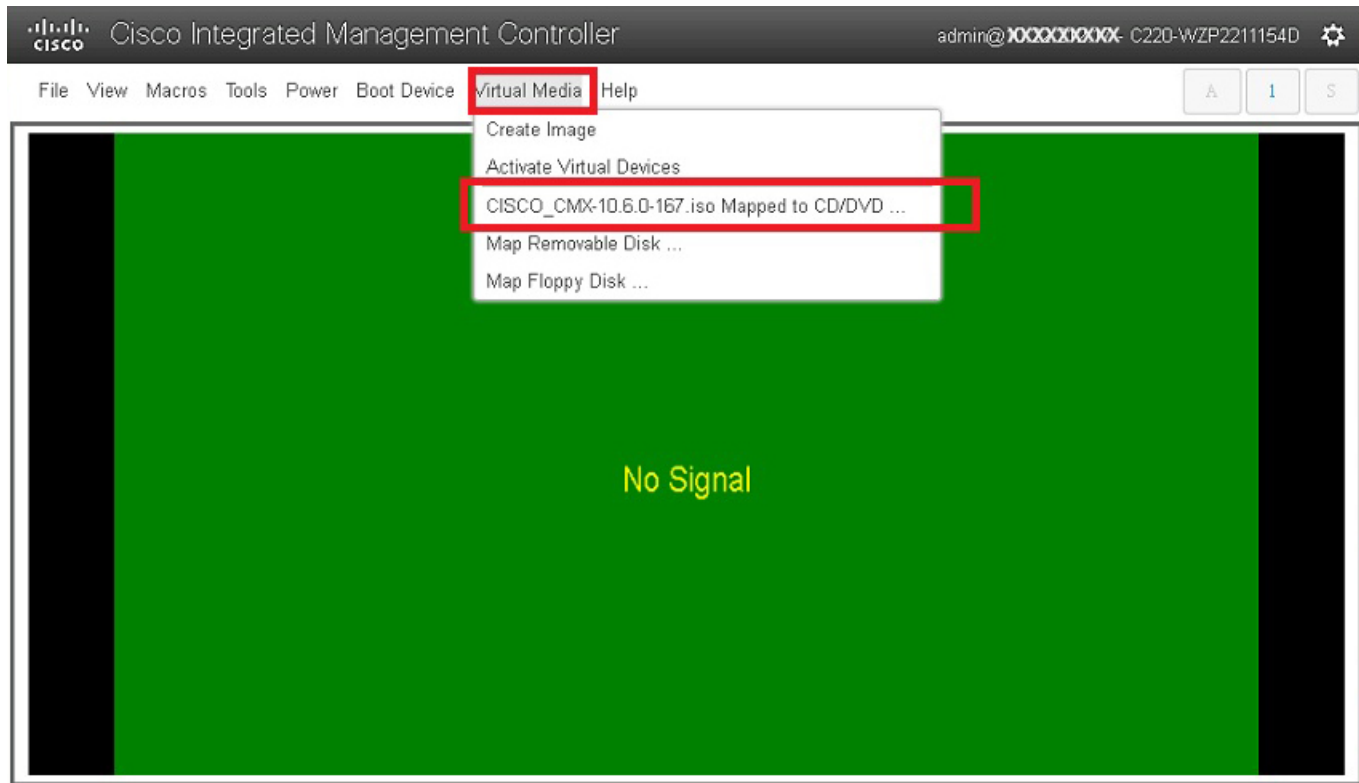
Step 14 Click **Virtual Media > Activate Virtual Devices**.

Figure 25: Activate Virtual Devices



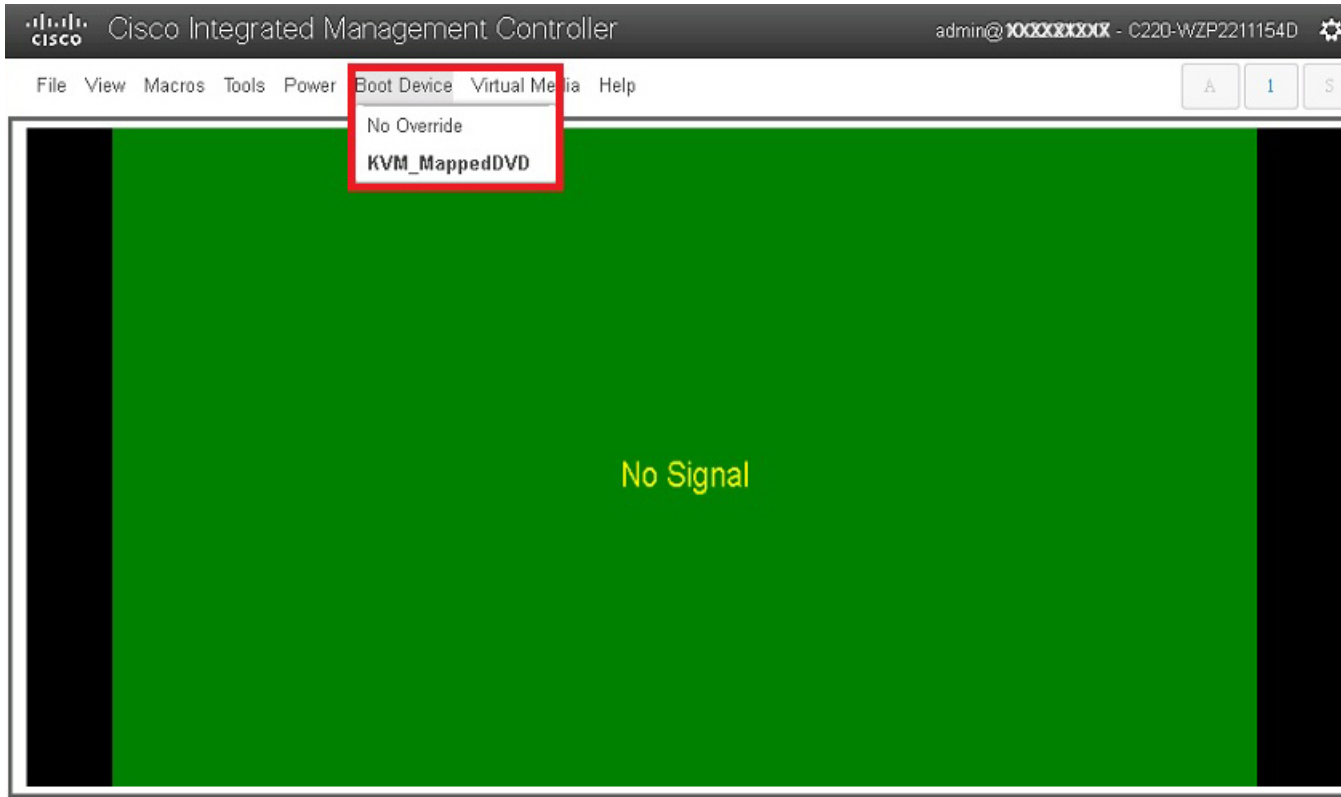
Step 15 Click Map CD/DVD and select image from your local folder.

Figure 26: Virtual Media - Cisco CMX



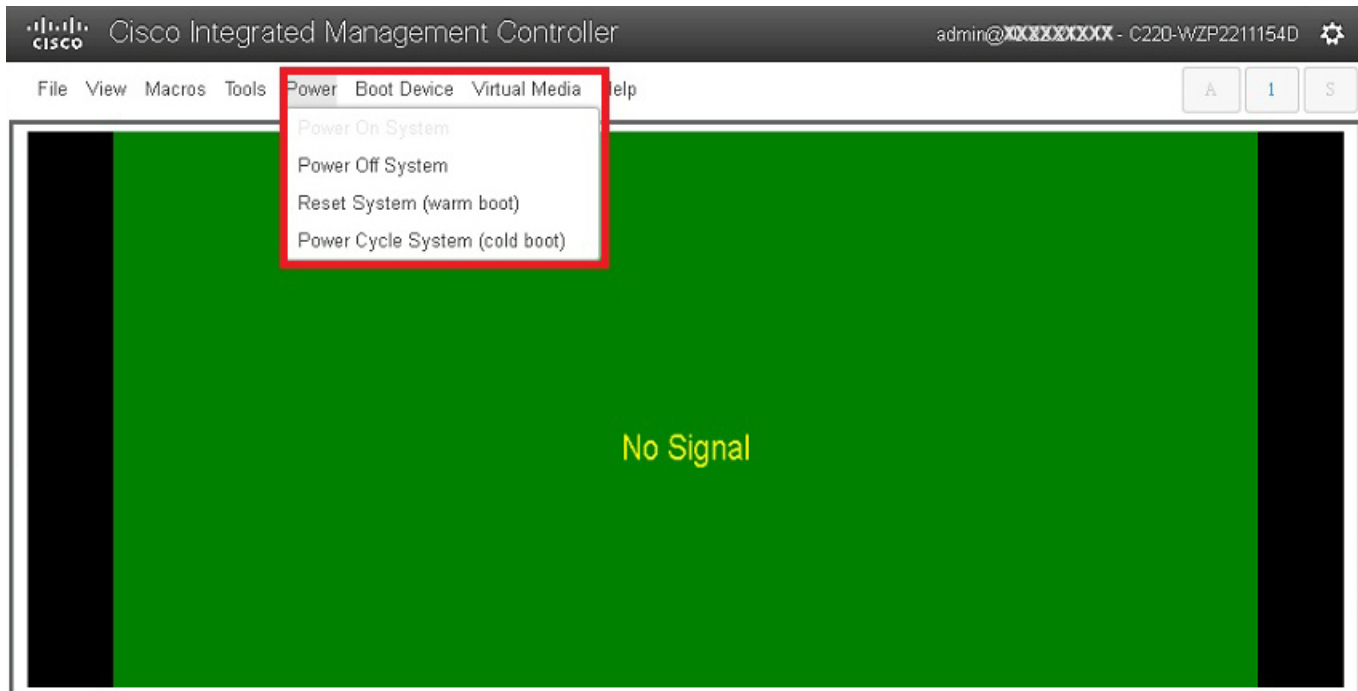
Step 16 Select the Boot Device the name given in step 10.

Figure 27: Boot Device



Step 17 In the KVM, use the **Power** option to power on the Cisco CMX 3375 Appliance.

Figure 28: Boot Device > Power On System



- Step 18** After the appliance is rebooted, press **F6** to enter **Boot Menu**.
- Step 19** Select **Cisco vKVM Mapped DVD**.
- Step 20** Select **Install using Current Console** as the install method.
- Step 21** Click **Proceed with install**. Wait for 20 to 30 minutes for copying CMX file.

The system is rebooted after the file is copied. The system is loaded with Centos 7. Cisco CMX welcome window is displayed.

What to do next

For more information about configuring Cisco CMX, see [Configuring Cisco CMX Release 10.5.x and Later, on page 13](#).

Uploading the Cisco CMX/MSE ISO Image to the Cisco MSE 3365 Using Newer CIMC Versions

MSE 3365 Software Reset is a process used to load the MSE 3365 with a required image (MSE 8.x, or CMX 10.x). The MSE 3365 is a UCS-based device, and can be accessed through the Cisco Integrated Management Controller (CIMC) interface.

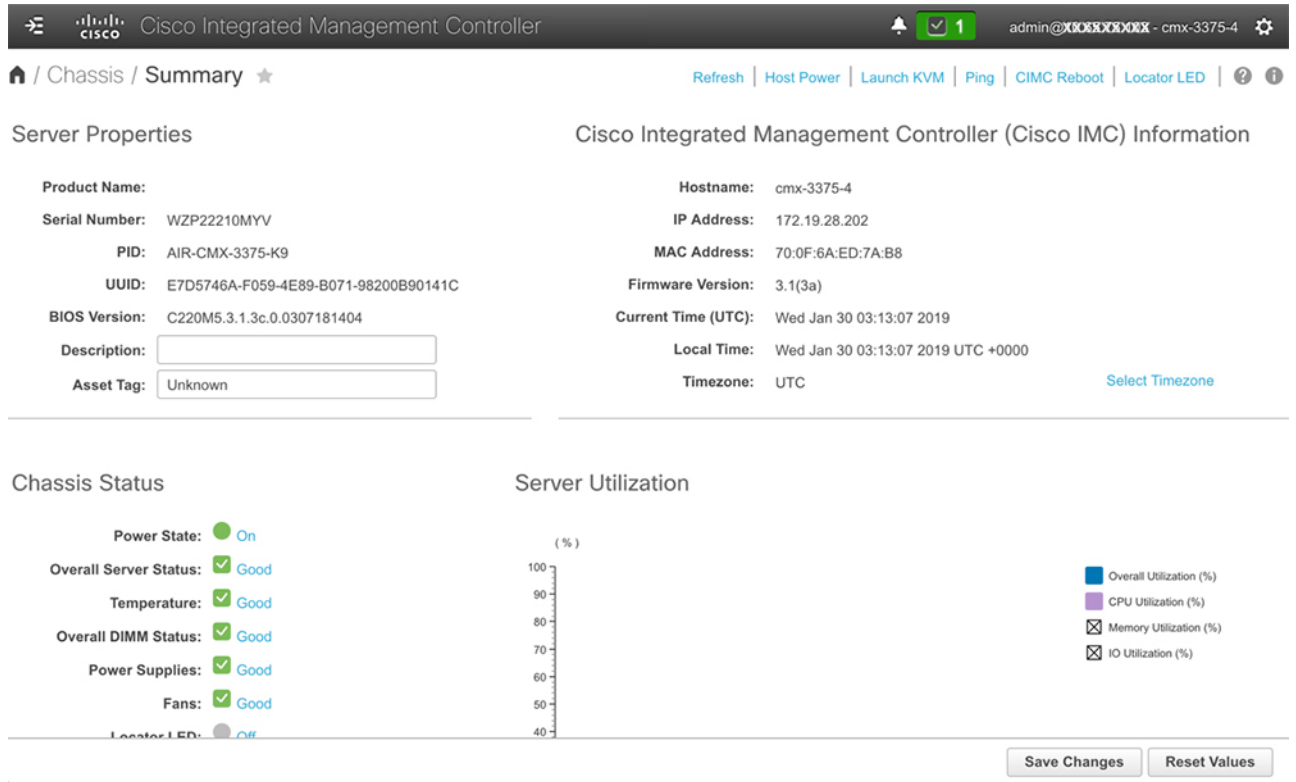
Before you begin

Java Version 1.6.0.14 must be installed on the client machine used to access your MSE 3365 device.

Step 1 Download the Cisco MSE ISO image from the [Download Software](#) page on cisco.com.

Step 2 Open a browser, and enter the IP address of your device to log in to the Cisco Integrated Management Controller (CIMC) GUI interface (Address format is https://x.x.x.x).

Figure 29: Cisco Integrated Management Controller Interface



Step 3 Click **Server** and in the **Server Summary** page, click **Launch KVM Console** and click **OK**. A mini executable file is downloaded.

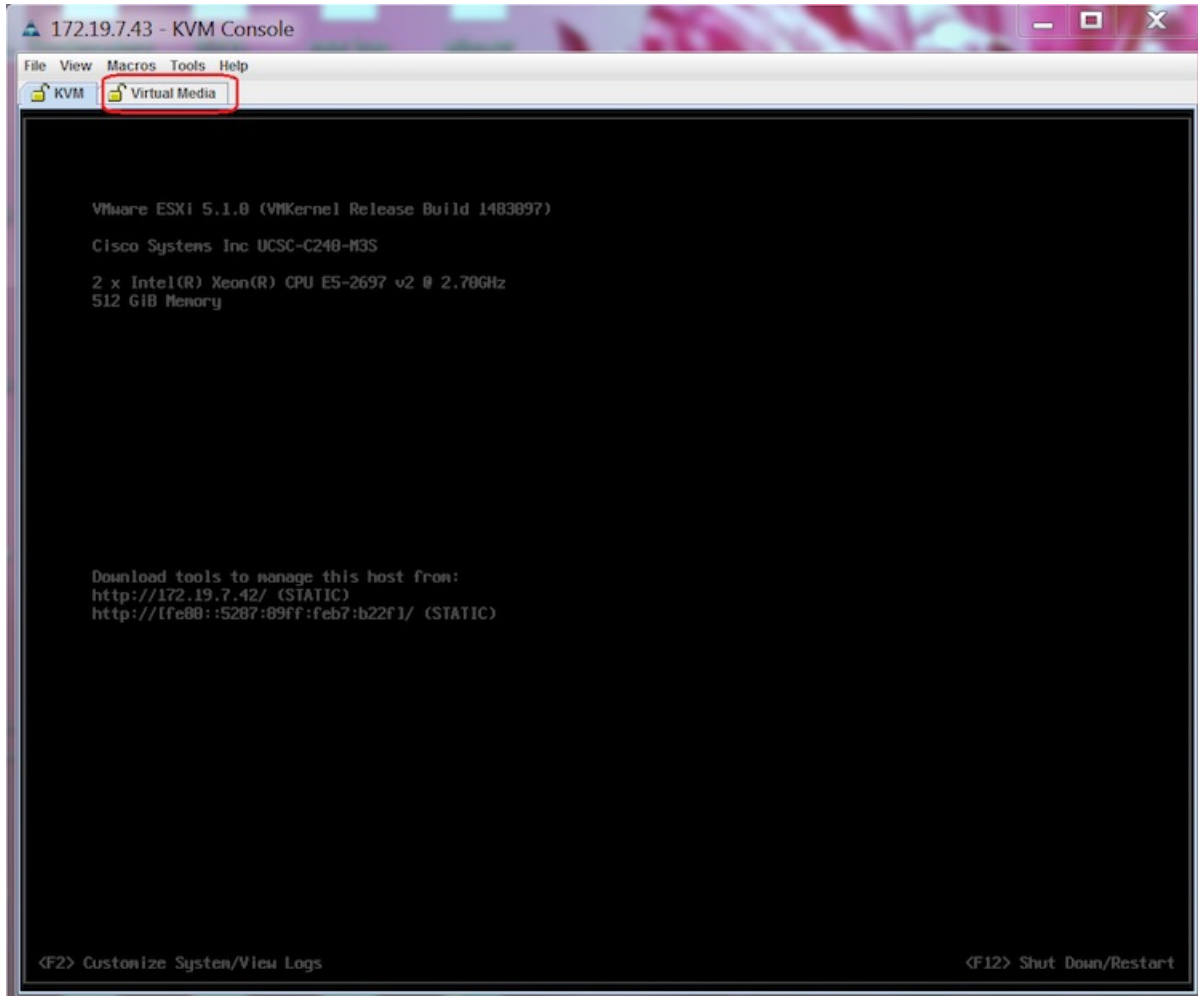
Step 4 Open the file using javaws.exe from the bin folder of your Java installation. If a security error prevents you from installing the file, add the URL of the CIMC to the list of exception sites, using the steps below.

- a) Choose **Control Panel > Programs > Java**.
- b) Choose **Security > Edit Site List > Add** and add the CIMC URL.
- c) Click **OK**.

The installation is initiated.

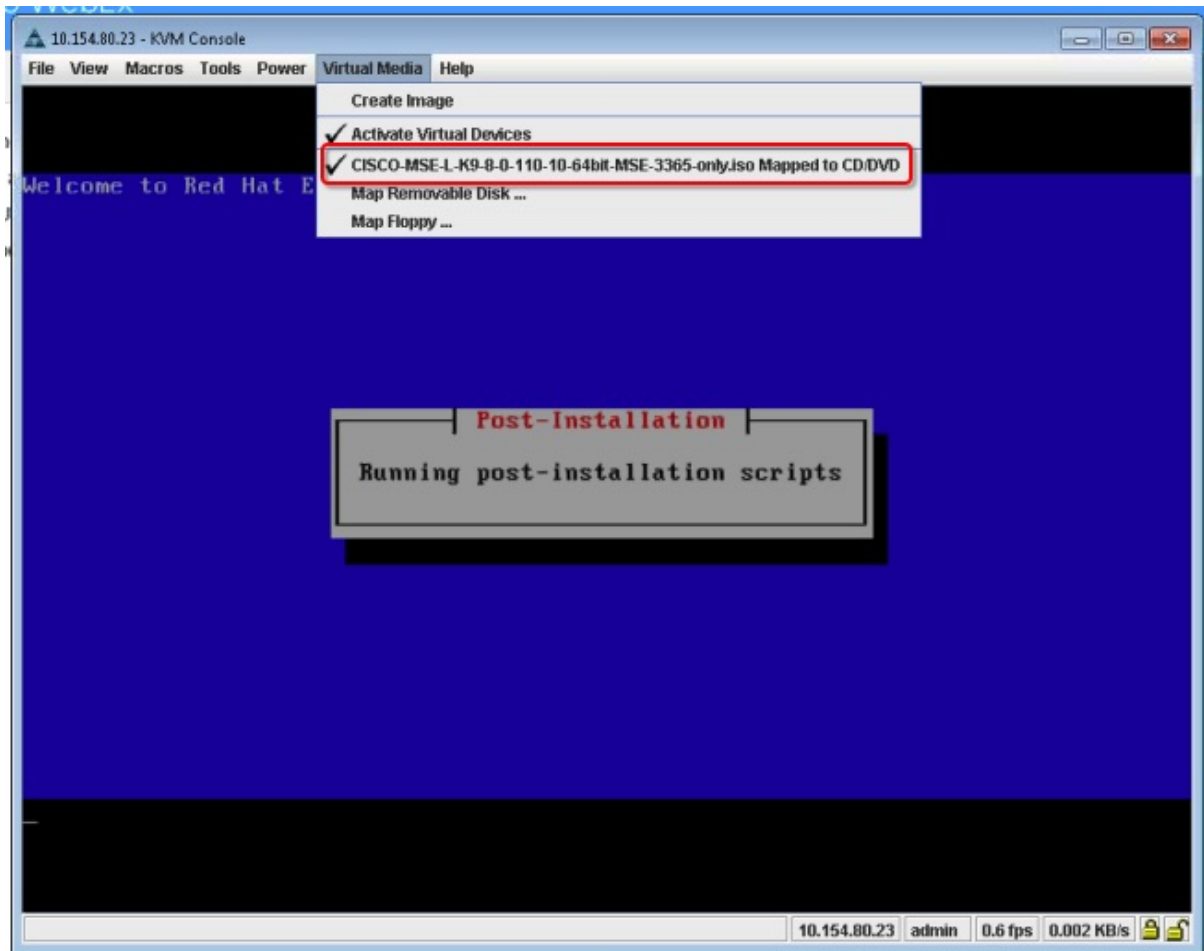
Step 5 In the KVM Console window that is displayed after the installation, click the **Virtual Media** tab.

Figure 30: KVM Console



Step 6 In the **Virtual Media** window that is displayed, choose **Activate Virtual Devices > Select "Map CD/DVD**. Browse and select the downloaded MSE image.

Figure 31: ISO Image Selected



The recovery process begins. The **Select Install Method** window is displayed.

Step 7

In the **Select Install Method** window that is displayed, choose any of the following options:

- Option 1: **Install CMX using Serial**—Respond to the prompt to press ENTER by starting an SSH session to the CIMC interface, as the KVM console does not permit you to press ENTER (With CSCu32543). Use the following commands to initiate the SSH session:

```
ssh <cimc-ip-address>
connect host
```

You can see that the image is being copied from CDROM. The process can take up to forty-five minutes to copy.

Figure 32: Copying from CDROM

```

10.154.80.23 - PuTTY
Board Product Name      : UCSC-C220-M4S
Board Part Number       : 74-12419-01
Board Serial            : FCH19437X8F
FRU File ID            : C220
Part Number Revision    : A0
FAB Version             : 5
VID                    : V01

Product Manufacturer   : Cisco Systems Inc
Product Name           : AIR-MSE-3365-K9
Product Part/Model Number : 74-12502-01
Product Version        : A0
Product Serial         : FCH1944V269
FRU File ID           : C220M4S
Part Number Revision   : D0
VID                   : V01

Success in setting for FRU ID 2

UDI PID update complete
"Edit grub.conf"
"Root drive is UUID=99a9fe4b-bdc1-4a8a-b1ab-a449a519343c UUID=99a9fe4b-bdc1-4a8a-b1ab-a449a519343c"
Check tmpfs partition before installation
tmpfs      32G    0  32G    0% /dev/shm
Set host name with hostname command
Restarting network services after setting hostname
The hostname is: mse-3365.cisco.com
Add dummy address in /etc/hosts file
Check /etc/hosts file
127.0.0.1    localhost localhost.localdomain localhost4 localhost4.localdomain4
::1         localhost localhost.localdomain localhost6 localhost6.localdomain6
192.168.253.1 mse-3365 mse-3365.cisco.com
Copying CISCO-MSE-L-R9-8-0-110-10-64bit.bin.tar.gz from the CDROM. Thu Jan  7 13:51:34 PST 2016

```

Figure 33: Copying Database Files from CDROM

```

10.154.80.23 - PuTTY
Board Serial            : FCH19437X8F
FRU File ID            : C220
Part Number Revision    : A0
FAB Version             : 5
VID                    : V01

Product Manufacturer   : Cisco Systems Inc
Product Name           : AIR-MSE-3365-K9
Product Part/Model Number : 74-12502-01
Product Version        : A0
Product Serial         : FCH1944V269
FRU File ID           : C220M4S
Part Number Revision   : D0
VID                   : V01

Success in setting for FRU ID 2

UDI PID update complete
"Edit grub.conf"
"Root drive is UUID=99a9fe4b-bdc1-4a8a-b1ab-a449a519343c UUID=99a9fe4b-bdc1-4a8a-b1ab-a449a519343c"
Check tmpfs partition before installation
tmpfs      32G    0  32G    0% /dev/shm
Set host name with hostname command
Restarting network services after setting hostname
The hostname is: mse-3365.cisco.com
Add dummy address in /etc/hosts file
Check /etc/hosts file
127.0.0.1    localhost localhost.localdomain localhost4 localhost4.localdomain4
::1         localhost localhost.localdomain localhost6 localhost6.localdomain6
192.168.253.1 mse-3365 mse-3365.cisco.com
Copying CISCO-MSE-L-R9-8-0-110-10-64bit.bin.tar.gz from the CDROM. Thu Jan  7 13:51:34 PST 2016

Copying database files from the CDROM. Thu Jan  7 14:09:19 PST 2016

```

- Option 2: **Install CMX using current console**—The recovery process is initiated using the current console.

Step 8 Once the image is copied, a silent installation is initiated.

Figure 34: Preparing SILENT Mode Installation

```

Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Launching installer...
Preparing SILENT Mode Installation...
=====
Cisco Mobility Services Engine      (created with InstallAnywhere by Macrovision)
=====
Command.run(): process completed before monitors could start.

=====
Installing...
-----
[=====|=====|=====|=====]
[-----|-----|-----|-----]
=====
Database Installation
-----
The installer will now install the database. This may take a long time
(up to 30 minutes). Do not cancel the installer during this step.

Installing Database files

Step 1/3 - Installing Database files
[=====] [ ] 25%
    
```

Figure 35: Running Post-Installation Scripts

```

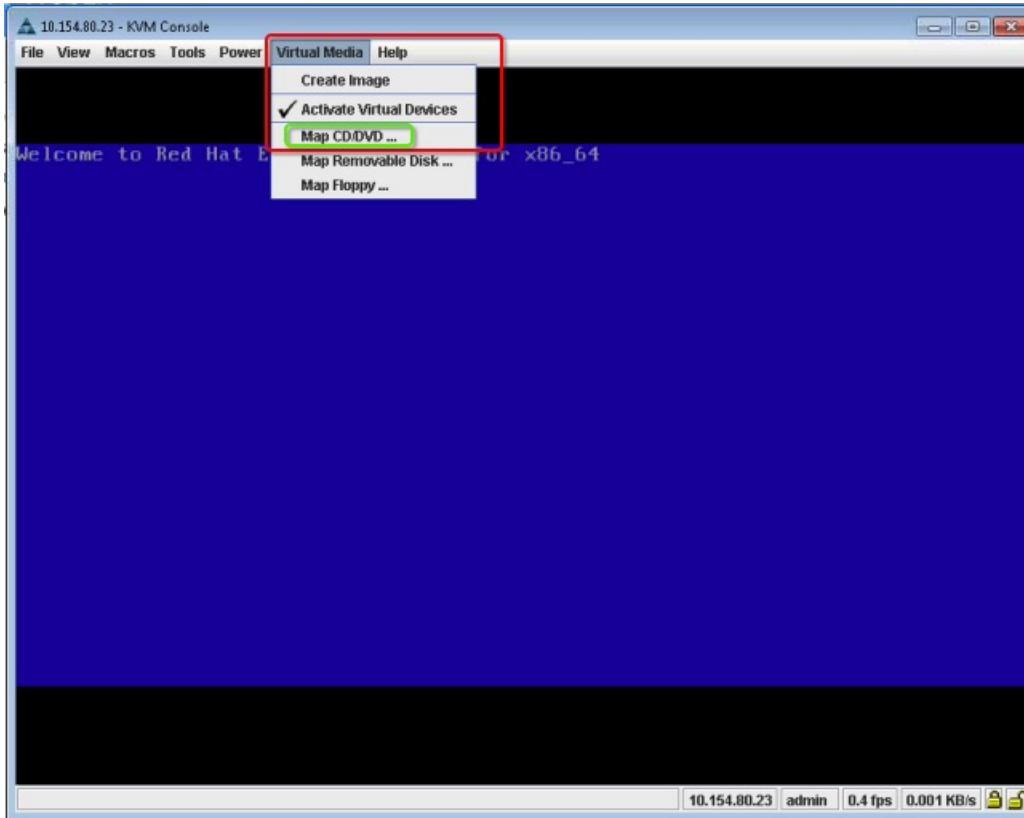
10.154.80.23 - KVM Console
File View Macros Tools Power Virtual Media Help

Post-Installation
Running post-installation scripts

=====
Auto Startup
-----
The Cisco MSE is configured to startup automatically at system boot up.
You can modify this setting using setup.sh after installation is completed.
    
```

Step 9 The device boots up with the newly loaded image. The CD/DVD mapping is automatically unchecked. In case it is checked, uncheck the **Activate Virtual Devices** option, so that the BIOS setting is checked for the image copied on the HDD every time it reboots.

Figure 36: Map CD/DVD



What to do next

For more information about configuring Cisco CMX, see [Configuring Cisco CMX Release 10.5.x and Later](#), on page 13.

Uploading the Cisco CMX/MSE ISO Image to the Cisco MSE 3365 Using Older CIMC Versions

MSE 3365 Software Reset is a process used to load the MSE 3365 with a required image (MSE 8.x, or CMX 10.x). The MSE 3365 is a UCS-based device, and can be accessed through the Cisco Integrated Management Controller (CIMC) interface.

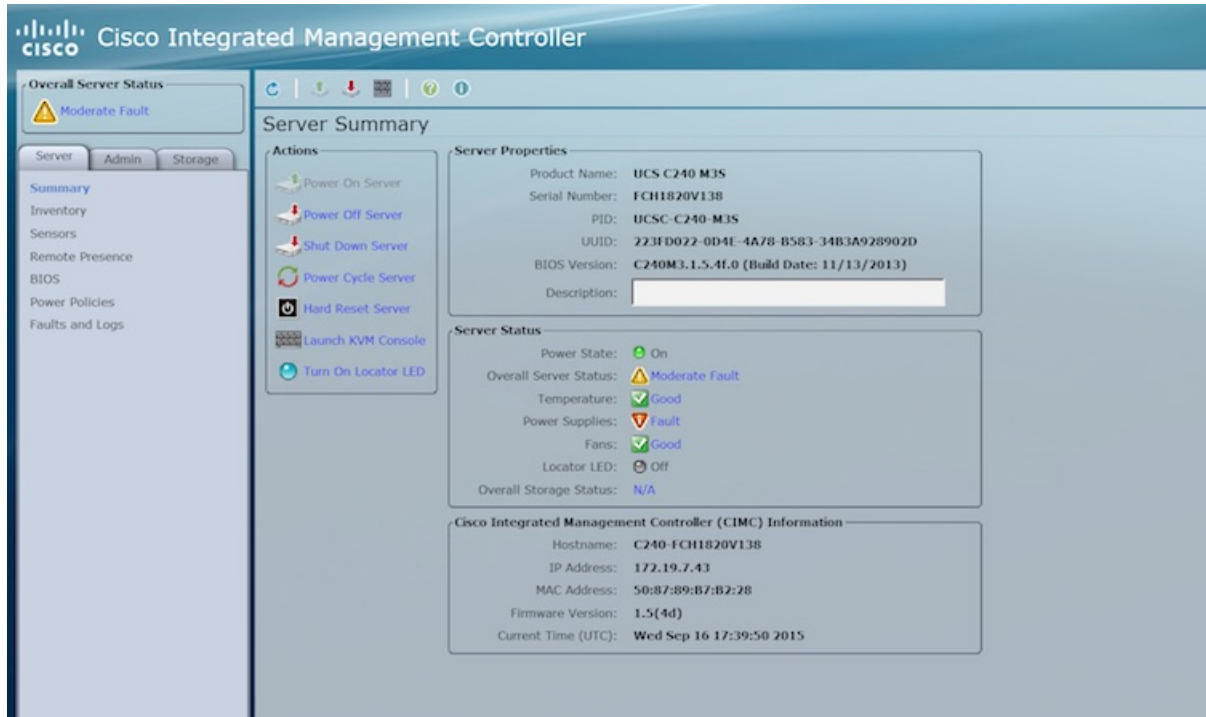
Before you begin

Java Version 1.6.0.14 must be installed on the client machine used to access your MSE 3365 device.

Step 1 Download the Cisco MSE ISO image from the [Download Software](#) page on cisco.com.

Step 2 Open a browser, and enter the IP address of your device to log in to the Cisco Integrated Management Controller (CIMC) GUI interface (Address format is https://x.x.x.x).

Figure 37: Cisco Integrated Management Controller Interface



Step 3 Click **Server** and in the **Server Summary** page, click **Launch KVM Console** and click **OK**. A mini executable file is downloaded.

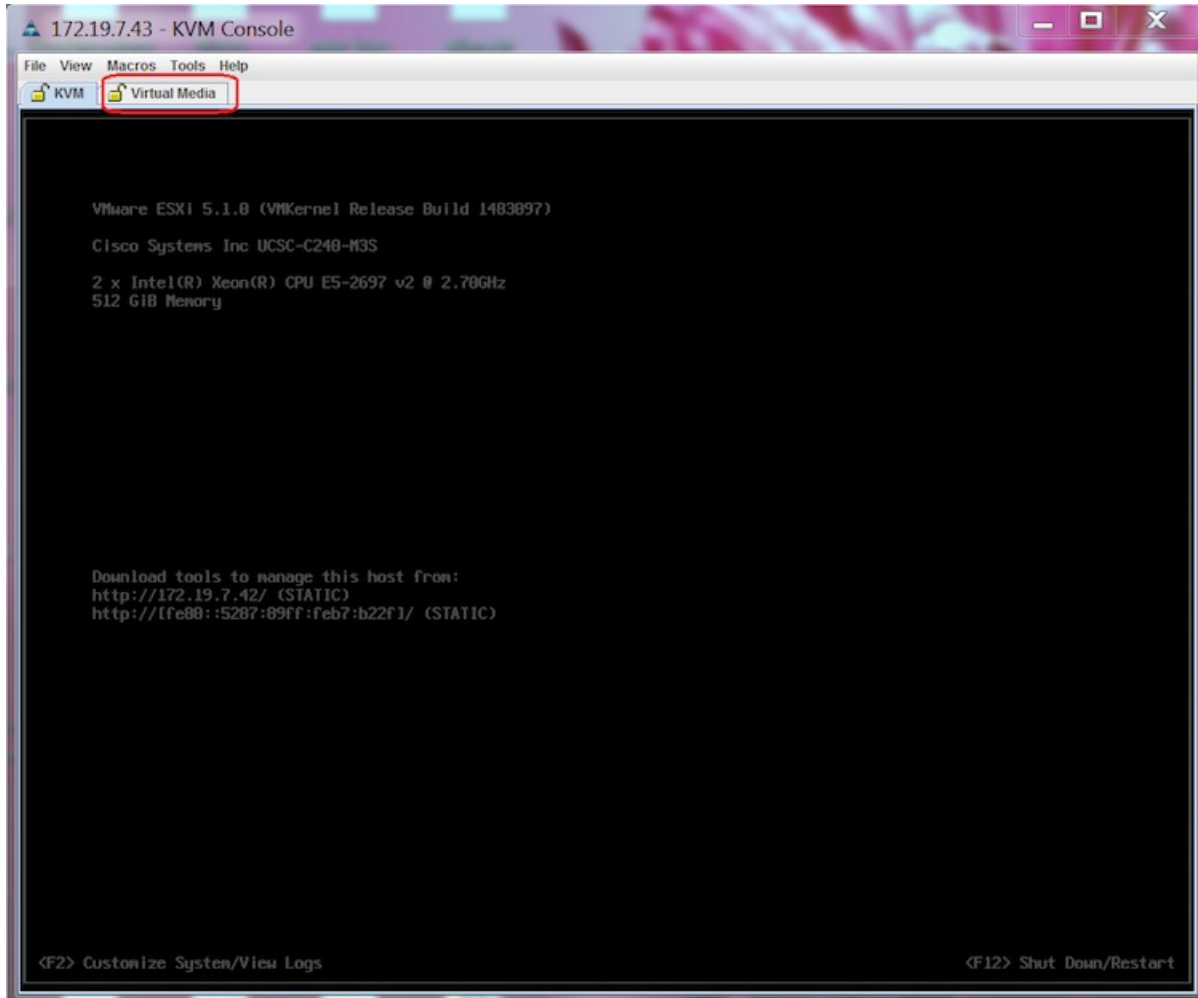
Step 4 Open the file using javaws.exe from the bin folder of your Java installation. If a security error prevents you from installing the file, add the URL of the CIMC to the list of exception sites, using the steps below.

- Choose **Control Panel > Programs > Java**.
- Choose **Security > Edit Site List > Add** and add the CIMC URL.
- Click **OK**.

The installation is initiated.

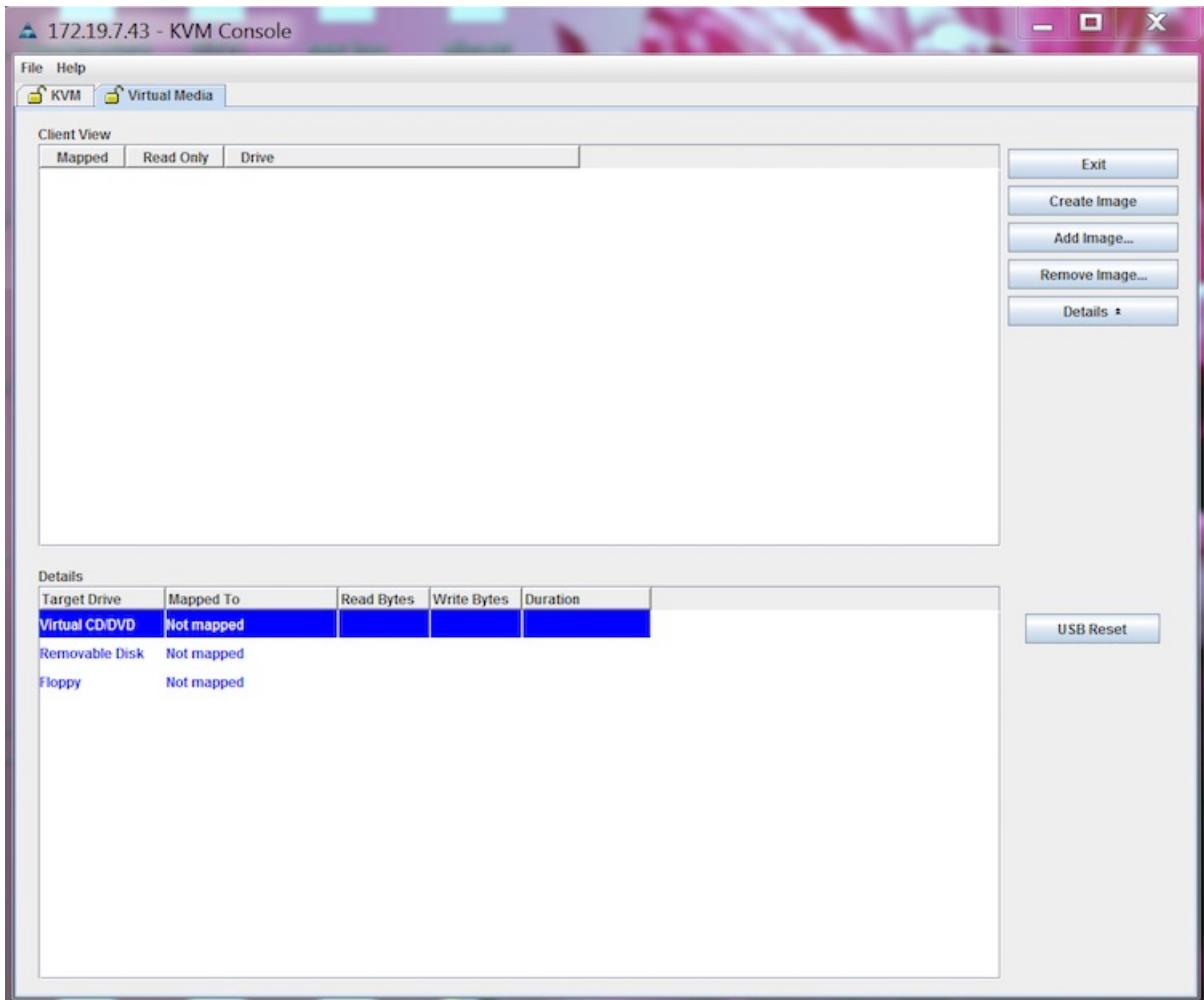
Step 5 In the KVM Console window that is displayed after the installation, click the **Virtual Media** tab.

Figure 38: KVM Console



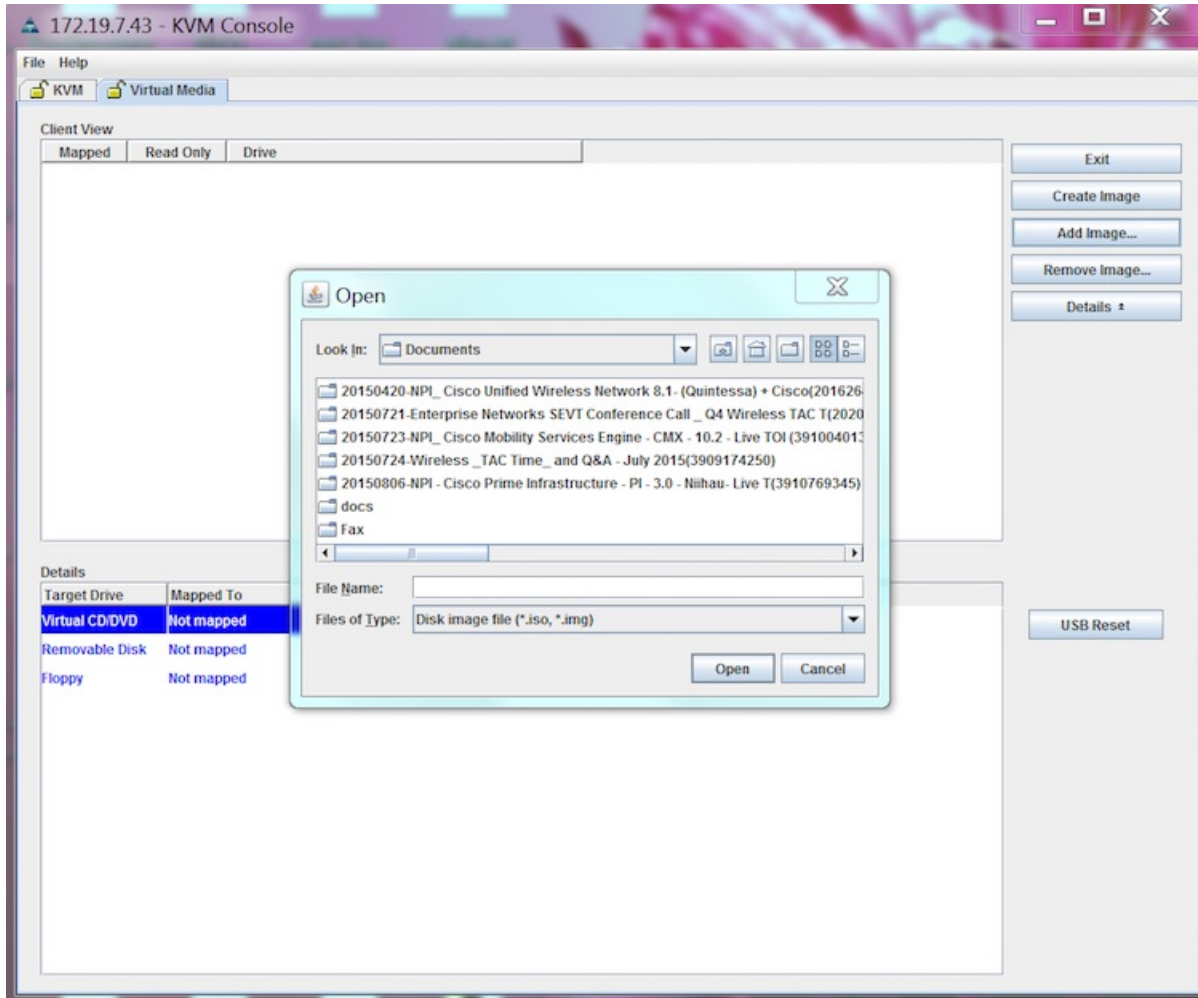
Step 6 In the **Virtual Media** window that is displayed, click **Add Image**.

Figure 39: Virtual Media



Step 7 Browse and select the downloaded MSE image and click **Open**.

Figure 40: Select Downloaded Cisco MSE ISO Image



The recovery process begins.

Step 8

During the recovery process, respond to the prompt to press ENTER by starting an SSH session to the CIMC interface, as the KVM console does not permit you to press ENTER (With CSCuw32543). Use the following commands to initiate the SSH session:

```
ssh <cimc-ip-address>
connect host
```

The device boots up with the newly loaded image.

What to do next

For more information about configuring Cisco CMX, see [Configuring Cisco CMX Release 10.5.x and Later](#), on page 13.