

Can I Upgrade Cisco IP ICD Standard to Cisco IP ICD Enhanced?

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Questions

Introduction

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Related Information

Introduction

Cisco Customer Response Solutions (CRS) uses the Integrated Call Distribution (ICD) subsystem as part of the Automatic Call Distribution (ACD) system to provide resource distribution and queues contact centers in a Cisco IP Contact Center (IPCC) Express Edition environment. This document describes the upgrade path from Cisco IP ICD Standard to Cisco IP ICD Enhanced.

Note: If you need ICD, you must purchase it separately. Contact your Service Sales Representative for more details.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. Can I upgrade Cisco IP ICD Standard to Cisco IP ICD Enhanced?

A. Yes, an upgrade path exists from IP ICD Standard to IP ICD Enhanced. However, these two packages are mutually exclusive. Only one can be installed at a time on a CRS server. If more than one is installed, then priority is given to the package with the highest number. IP ICD Enhanced has a higher priority than IP ICD Standard.

Complete these steps to convert IP ICD Standard to IP ICD Enhanced:

1. Obtain a new license for Cisco IP ICD Enhanced.
2. Run the CRS installer to implement the enhanced features against the new license.
Configuration and historical data continue to exist after the upgrade.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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