Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added information about the availability of case-insensitive login IDs	PostInstallation Tasks > Configure the First Node PostInstallation Tasks > Configure the Second Node Unified CCX Licenses > Obtaining License MAC using Administrator Web Interface	**October 2021**
Initial Release of Document for Release 12.5(1) SU1		
Added details about COP file	Unified CCX Upgrade>Preupgrade Tasks Unified CCX Upgrade>COP File Unified CCX Upgrade>COP File>Apply COP File	**January 2021**
Added the point about disabling SRTP before upgrade	Unified CCX Upgrade>Important Considerations for Upgrade	
Added a caution for installing second node	Unified CCX Installation>Install Unified CCX on Second Node	

About This Guide

This guide explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.

Audience

System installers and administrators or anyone who installs or configures Unified CCX and a Unified IP IVR telephony system.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Express Installation Guide*.

Convention	Description

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	`C:\Program Files\Adobe`

string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[ ]	Optional elements appear in square brackets.
{ x	y	z }	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.
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Document or Resource	Link
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco Customer Collaboration Platform documentation **Note** From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

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