Pre-Installation

The Cisco Unified Customer Voice Portal (CVP), Release 12.6(2) is a patch/minor release (MR). Before installing the 12.6(2) MR, the base Unified CVP 12.5(1) version or base Cisco Unified CVP 12.5(1) with 12.6(1) MR has to be installed.

For more information on installing the base Unified CVP 12.5(1) version, refer to the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html

For more information on installing the base Unified CVP 12.6(1) MR, refer to the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.6(1)* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html

Download the MR patch from this location: https://software.cisco.com/download/home/270563413/type/280840592/release/12.6(2).

Note If Cisco Virtualized Voice Browser (VVB) is on 12.5(1)_SU, then ES-02 of 12.5(1)_SU is mandatory before installing or upgrading to CVP 12.6(2).

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Pre-Installation Tasks

- Close all programs.

- Stop any third-party services and applications that are running on the server.

- Back up `C:\Cisco\CVP` for all Unified CVP components except Operations Console.

Note Unified CVP Server log files are saved in `<CVP_HOME>\logs`; VXML Server log files are saved in `<CVP_HOME>\VXMLServer\logs` and `<CVP_HOME>\VXMLServer\applications\<app_name>\logs`.

- Ensure that the servers are listed as supported hardware and sized appropriately. For information on platform hardware specifications and compatible third party software version requirements, see

https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-technical-reference-list.html.

- Back up the existing Unified CVP installation files onto a different computer for redundancy in case the automatic backup fails.

- Back up the property files of Unified CVP Server, OAMP, and Reporting Server that need modification. Restore them after upgrade is complete.

- This MR encrypts the keystore password, which is required for exchanging certificates. For detailed steps, refer to the *Unified CVP Security* section in the *Configuration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Note Exclude the following folders from on-access scanning configuration of the AV program from all Anti Virus scans:

`c:\Cisco, c:\Temp, c:\tmp, c:\db, c:\IFMXDATA`

Caution The 12.6(2) release replaces the JRE and Tomcat versions. If you have updated any files in Tomcat (from the `%CVP_HOME%\VXMLServer\Tomcat\webapps\CVP` folder) or JRE configurations (from the `%CVP_HOME%\JRE` folder), ensure that you take a backup of the files before you proceed with the installation. You can restore the backup after the installation is complete.

System Requirements

By default, Windows Defender is enabled on Windows Server. For more information on Windows Defender antivirus compatibility, see
https://docs.microsoft.com/en-us/windows/security/threat-protection/windows-defender-antivirus/windows-defender-antivirus-compatibility.

Unified CVP installation can also take longer than expected due to scanning of files by Windows Defender. Based on your IT policy, do one of the following:

- Disable Windows Defender. For more information, see *Disable Microsoft Defender Antivirus* procedure in Microsoft documentation.

- Add the following path `c:\Cisco, c:\Temp, c:\tmp, c:\db, c:\IFMXDATA` to the exclusion list of Windows Defender. For more information, see
https://docs.microsoft.com/en-us/windows/security/threat-protection/windows-defender-antivirus/configure-extension-file-exclusions-windows-defender-antivirus.