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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 system requirements for Windows Defender.	Preinstallation Tasks	June 2023
Added prerequisite to apply ES-02 if VVB is on 12.5(1)_SU before upgrading to 12.6(2).	Preinstallation	May 2023
Initial Release of Document for Release 12.6(2)		April 2023
Added task list for upgrading to Cisco Unified CVP Release 12.6(2).	Unified CVP Minor Release Upgrade	
Added Specific License Reservation section.	Unified CVP Licensing	
Added steps to export system configuration.	Unified CVP Minor Release Upgrade	

About this Guide

This document explains how to install and upgrade Cisco Unified Customer Voice Portal (CVP). It is prepared for partners and service providers who will be implementing Unified CVP, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

Audience

This guide is intended for network administrators to install or upgrade the Unified CVP software.

Related Documents

Documentation Guide for Cisco Unified Customer Voice Portal at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-documentation-roadmaps-list.html>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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- To submit a service request, visit [Cisco Support](#).
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- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

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