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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 support for fresh installation of Unified CVP 12.5(1b) ISO with data migration.	Upgrade Path	Feb 2023
Added support for Windows Server 2019	Upgrade Path	July 2021
Initial Release of Document for Release 12.6(1)		May 2021
CVP 12.6(1) MR install updates	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 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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