Preface

Change History

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

Change	See	Date
Initial Release of Document for Release 12.6(2)		April 2023
Simplified upgrade using orchestration	CCE Orchestration	
	CLI to configure software download schedule	
	CLI to configure the bandwidth for Orchestration software download	
	Enforce software download from Cisco hosted software artifactory	
	CLI to configure proxy for orchestration	
	Serviceability enhancement for entitlement failure update in CLI to configure artifactory URL and API key	
Unified ICM upgrade path	Unified CCE Upgrade Overview	
Multistage upgrade	Multistage UpgradeWorkflow for 4000 Agents and above Deployments	
Java Upgrade	Java Requirements	

About This Guide

This guide describes how to install the components and software for a new Unified CCE system, or to upgrade an existing Unified CCE system.

Audience

This guide is intended for users who install and upgrade Unified CCE contact centers.

The procedures assume that the system has been thoroughly designed and staged in preparation for the installation or upgrade.

Related Documents

Subject	Link
Design considerations and guidelines for deploying a Unified CCE solution, including its various components and subsystems.	Design Guide

Subject	Link
System diagrams, staging steps and sample test cases for supported models of Unified CCE.	Staging Guide
Pre-installation requirements and issues to address when you prepare for a Unified CCE installation.	Preinstallation and Planning

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Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, 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. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
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