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Change History

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

| Change | See | Date |
|--|--|----------|
| Initial Release of Document for Release 12.6(1) | | May 2021 |
| Updated VMware ESXi version details. | Install VMware ESXi | |
| Added Unified Intelligence Center and Live Data upgrade details. | Before You Upgrade | |
| Added L2 upgrade details. | L2 Upgrade for Unified Intelligence Center | |

About This Guide

This guide explains how to install and upgrade Unified Intelligence Center.

Audience

This guide is prepared for partners, specialists, and system administrators who are responsible for the installation of Unified Intelligence Center.



Note This document might not represent the latest Cisco product information available. Obtain the most current documentation at this URL:
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>

Related Documentation

This section presents information about product components that are deployed with Unified Intelligence Center.

Cisco Unified Contact Center Express

For Unified CCX documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>

Cisco Packaged Contact Center Enterprise

For Cisco Packaged Contact Center Enterprise documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>

Cisco Finesse

For Finesse documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>

Cisco Unified Contact Center Enterprise

For Unified CCE documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- 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

You can provide comments about this document by sending an email to the following address:

contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

