



## Preface

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- [Change History](#), on page [i](#)
- [About This Guide](#), on page [iv](#)
- [Audience](#), on page [iv](#)
- [Related Documents](#), on page [iv](#)
- [Communications, Services, and Additional Information](#), on page [iv](#)
- [Field Notice](#), on page [v](#)
- [Documentation Feedback](#), on page [v](#)
- [Conventions](#), on page [v](#)

## Change History

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

Change	See	Date
Added RAID configuration for C240 M5SX servers	Configure RAID for C240 M5SX	June 2018
Added support for C240 M5SX servers.	Create a Virtual Machine from the OVA	June 2018
Added notes on fresh install of Standalone CUIC when a higher configuration is required.	Standalone Deployment	February 2018
Added details for installing COP files.	Install and Upgrade COP File	September 2017

Change	See	Date
<b>Initial Release of Document for Release 11.6(1)</b>		August 2017
Added details related to Outbound Option high availability.		
Added details on installation of .NET Framework prior to Unified CCE 11.6.	Preinstallation > Install .NET Framework 4.5.2	
Added TLS minimum version CLI commands	Appendix A, CLI Commands	
Added another stage for Identity Service IdS Server(IdS) /Single Sign-On(SSO) and included the upgrade scenario in the note added. Updated the workflow accordingly.	Multistage Upgrades and Maintenance Windows Unified CCE Contact Center Upgrade Flowcharts	
	Add Peripherals to Peripheral Gateways Common Ground Upgrade Installation Task Flow Uninstall Unified CCE Release 11.6(1) Verify Upgrade to Cisco Unified CCE Router and Logger Verify Upgrade to Cisco Real Time Administration Workstation, Historical Database Server	

Change	See	Date
<p>Updated the step for configuring Agent Desk Settings before creating CUCM PIM. Also included a reference to Assign Agent Desk Settings.</p> <p>Similarly, updated the step for VRU PG, added a note and included a reference for Configure Network VRUs in the same section.</p> <p>Added the topic Enable Configuration changes in Common Ground Upgrade.</p> <p>Upgraded version (applicable for 11.6) and updated Maintenance Release with Minor Release.</p> <p>Removed references for Install Remote Silent Monitor and E-mail and Web Interaction since it is not more supported for 11.6.</p> <p>Included various scenario If you have set the newly introduced deployment as 2000 Agents Rogger and switch to different deployment which is supported in previous version of CCE Release 11.x, before attempting permanent uninstall.</p> <p>Updated Setup logs that indicates no errors or failure conditions.</p> <p>Updated the information for blocking uninstall with UCCE 2000 Agents Rogger deployment. The update is applicable when the deployment is set as UCCE: 2000 Agents Rogger, the user needs to switch to different deployment which is supported in previous version of CCE Release 11.x, before attempting permanent uninstall.</p> <p>Added a note in Unified CCE Release 11.6(1) Upgrade Overview, to state that CCE 11.6 applies the use of TLS 1.2 in the entire solution and upgrade to SQL Server 2014 SP2 is a prerequisite before upgrading to 11.6(1).</p> <p>Added a note in Upgrade to Unified CCE Release 11.6(1) section to explain the values for Major, CCMajor, AWMinor that are used in the backup folder name, are derived from the 11.0 or 11.5 schema version of the system being upgraded.</p> <p>Updated Upgrade tools section and added that the User Migration Tool (UMT) cannot be used for migrating SSO enabled users.</p> <p>A note was added stating the possibility of encountering locked DLL's preventing patch installation / uninstallation, if Windows Event Viewer is left open.</p>		

Change	See	Date
Added steps to configure the Microsoft SQL User Account for Outbound Option High Availability database.	Configure SQL User Account for Outbound Options High Availability	
Added information for configuring RAID for C240 M4SX.	Set Up Virtual Machines under the chapter Preinstallation Tasks.	

## 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
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
<b>boldface</b> font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:  <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>