



## Preface

---

This document explains how to install Cisco Unified Contact Center Express (Unified CCX) on a single node deployment or two node high availability deployment in a cluster environment. Review all installation instructions carefully before you install or upgrade Unified CCX.

- [Change History, page i](#)
- [About This Guide, page i](#)
- [Audience, page ii](#)
- [Related Documents, page ii](#)
- [Documentation and Support, page ii](#)
- [Documentation Feedback, page ii](#)

## Change History

Change	See	Date
Removal of Cisco Agent Desktop	The following Cisco Agent Desktop related sections have been removed from this version: <ul style="list-style-type: none"><li>• Install Desktop Client</li><li>• Upgrade Desktop Clients</li><li>• Roll Back Desktop Client</li></ul>	Initial release of document for 11.0(1)

## About This Guide

This guide explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.

# Audience

This guide is intended for Cisco Unified Communications system administrators.

## Related Documents

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

## Documentation Feedback

To provide your feedback for this document, send an email to:

[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)