



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.

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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 11.5(1)		August 2016
Virtual Machine parameters to support Refresh Upgrade	Virtual Machine Parameters to Support Refresh Upgrade	
Upgrade of Unified CCX using Web Interface and CLI	Upgrade Unified CCX Using Web Interface Upgrade Unified CCX Using CLI	
Upgrade of VMware Tools	Upgrade VMware Tools Upgrade VMware Tools using vSphere Client for Unified CCX Upgrade VMware Tools using CLI for Unified CCX Upgrade VMware Tools using Windows guest OS for Unified CCX	
Change of NIC adapter type	Change NIC Adapter Type	
Latest OVA changes for 100 and 300 agents	Check and Perform Switch Version	

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

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