Software Upgrades

You can use the **Install/Upgrade** option to upgrade the Unified CCX software and install Unified CCX COP patch files.

Note

For more information regarding the supported versions of Unified CCX and Unified CM, see *Cisco Unified Contact Center Express (Unified CCX) Compatibility Matrix*.

Caution

When you upgrade from an earlier version of Unified CCX to the latest version the system restarts as part of the upgrade process. Therefore, you may want to perform the upgrade during maintenance window to avoid service interruptions.

Unified CCX Upgrade and Roll Back

For Upgrade and Rollback instructions, see *Cisco Unified Contact Center Express Installation and Upgrade Guide* available here:

https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-guides-list.html

TFTP File Management

Note

The **Software Upgrades** > **TFTP File Management** menu option is not applicable for Unified CCX.

Set Up Customized Logon Message

You can upload a text file that contains a customized logon message that appears in Cisco Unified Communications Operating System Administration, Disaster Recovery System, and the command-line interface.

To upload a customized logon message, follow this procedure:

Procedure

Step 1 From the Cisco Unified Communications Operating System Administration window, navigate to **Software Upgrades** > **Customized Logon Message**.
The **Customized Logon Message** window appears.

Step 2 To choose the text file that you want to upload, click **Browse**.

Step 3 Click **Upload File**. You cannot upload a file that is larger than 10kB.
The customized logon message appears.

Step 4 To revert to the default log-on message, click **Delete**.
Your customized logon message is deleted, and the system displays the default logon message.