



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.

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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 when users log on to Unified CCX applications. In the applications, the message appears in one of the following ways as:

- A pop-up window, as soon as the authentication page is loaded.
 - Cisco Unified CCX Administration
 - Cisco Unified CCX Serviceability
- A pop-up window, after entering username and password.
 - Cisco Identity Service Management
 - Cisco Finesse Administration
 - Cisco Unified Intelligence Center
 - Finesse Desktop
- A text in the authentication page.
 - Disaster Recovery System
 - Cisco Unified Serviceability
 - Cisco Unified OS Administration



Note If the message appears in a pop-up window, you must acknowledge the message to log in. In CLI, the message is displayed after you enter the username and again after you enter the password.

To upload a customized logon message, the procedure is as follows:

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

The **Customized Logon Message** window appears.

Step 2 Click **Browse**. Choose the text file that you want to upload.

Step 3 Select the required file and click **Upload File**.

Note You cannot upload a file that is larger than 10kB.

The customized logon message appears.

Step 4 To revert to the default logon message, click **Delete**.

Note By default, there is no custom message configured for Cisco Finesse.

Your customized logon message is deleted, and the system displays the default logon message.
