



Preface

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Change History

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

Change	See	Date
Added information about the availability of case-insensitive login IDs	PostInstallation Tasks > Configure the First Node PostInstallation Tasks > Configure the Second Node Unified CCX Licenses > Obtaining License MAC using Administrator Web Interface	October 2021
Initial Release of Document for Release 12.5(1) SU1		
Added details about COP file	Unified CCX Upgrade>Preupgrade Tasks Unified CCX Upgrade>COP File Unified CCX Upgrade>COP File>Apply COP File	January 2021
Added the point about disabling SRTP before upgrade	Unified CCX Upgrade>Important Considerations for Upgrade	
Added a caution for installing second node	Unified CCX Installation>Install Unified CCX on Second Node	

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

System installers and administrators or anyone who installs or configures Unified CCX and a Unified IP IVR telephony system.

Conventions

This manual uses the following conventions.

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find • Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.

Convention	Description
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> Text as it appears in code or information that the system displays. Example: <pre><html><title> Cisco Systems, Inc. </title></html></pre> File names. Example: <pre>tserver.properties.</pre> Directory paths. Example: <pre>C:\Program Files\Adobe</pre>
string	Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.
[]	Optional elements appear in square brackets.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> For arguments where the context does not allow italic, such as ASCII output. A character string that the user enters but that does not appear on the window such as a password.
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco Unified CCX documentation	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Document or Resource	Link
Cisco Unified Intelligence Center documentation	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco Finesse documentation	https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html
Cisco Customer Collaboration Platform documentation Note From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified CCX Virtualization Information	https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html
Cisco Unified CCX Compatibility Information	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

Documentation and Support

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

Documentation Feedback

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