Software Upgrades

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:

Procedure

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.