



## 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
<b>Initial Release of Document for Release 12.5(1) SU3</b>		
Added details about preupgrade COP files	Unified CCX Upgrade > Preupgrade Tasks	<b>May 2023</b>

## 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
<b>boldface</b> 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"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example: <i>IF (condition, true-value, false-value)</i></li> <li>• A book title. Example: <i>See the Cisco Unified Contact Center Express Installation Guide.</i></li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example: <code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> <li>• File names. Example: <code>tserver.properties.</code></li> <li>• Directory paths. Example: <code>C:\Program Files\Adobe</code></li> </ul>
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.

Convention	Description
{ 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.
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>
^	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	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
Cisco Unified CCX documentation	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Cisco Unified Intelligence Center documentation	<a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
Cisco Finesse documentation	<a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
Cisco Customer Collaboration Platform documentation  <b>Note</b> From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Cisco Mediasense documentation	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>

Document or Resource	Link
Cisco Unified CCX Virtualization Information	<a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a>
Cisco Unified CCX Compatibility Information	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>

## 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

To provide your feedback for this document, send an email to:

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