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Change History

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

Change	See	Date
Initial Release of Document for Release 12.0(1)		

Change	See	Date
Upgrade to Windows Server 2016	Global change	January 2019
Removed instances of ESXi 5.5 update 2	Install Microsoft Windows Server Upgrade Windows Server Upgrade Virtual Machine Hardware Version	
Added notes about Windows Defender	Requirements Upgrade Unified CVP	
Updated Tomcat version and added a note to ensure uninterrupted services in Unified CVP 12.0(1)	Requirements	
Removed license for Call Studio	License Plan	
Added new property files for Unified CVP 12.0(1)	Manual Configuration of Unified CVP Properties	

About this Guide

This document explains how to install and upgrade Unified Customer Voice Portal (CVP). It is prepared for partners and service providers who will be implementing Unified CVP, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

Audience

This guide is intended for network administrators to install or upgrade the Unified CVP software.

Related Documents

- *Documentation Guide for Cisco Unified Customer Voice Portal*
- *Solution Design Guide for Cisco Unified Customer Voice Portal*
- *Compatibility Matrix*

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).

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Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

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