



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
Initial Release of Document for Release 12.5(1)		
Added Informix upgrade	Unified CVP Installation Upgrade Unified CVP	February 2023
OpenJDK updates	Unified CVP Installation	March 2021
	Install Unified Call Studio	
	Upgrade Unified CVP	
	Upgrade Unified Call Studio	
Added <code>ivr.properties</code> and <code>sip.properties</code> configurations for Webex Experience Management.	Manual Configuration of Unified CVP Properties	May 2020

Change	See	Date
Upgrade to Windows Server 2016	Global change	January 2020
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	

About this Guide

This document explains how to install and upgrade Cisco 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 at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-documentation-roadmaps-list.html>.

Communications, Services, and Additional Information

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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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