



Preface

- [Change History](#), on page i
- [About This Guide](#), on page ii
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Communications, Services, and Additional Information](#), on page iii
- [Field Notice](#), on page iii
- [Documentation Feedback](#), on page iv
- [Conventions](#), on page iv

Change History

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

Change	See	Date
Added Edge Chromium details	Browser Settings for Agent and Supervisor Desktop	December 2020
Added Edge Chromium details	Client Requirements	
Initial Release of Document for Release 12.5(1)		
Updated supported versions of VMware	Platform Requirements	January 2020
Added client OS details and updated supported browsers	Client Requirements	
Added security enhancement details	Security Considerations	
Updated HTTPS support details	Security Considerations <i>All the references to <code>http://FQDN of Finesse Server/</code> are changed to <code>https://FQDN of Finesse Server/</code></i>	
Updated failover considerations	Failover Considerations	

Change	See	Date
Updated filenames for OVA and ReadMe	Installation Files	
Updated upgrade path version number	Supported Upgrade Paths and Aligned Partitions Support	
Updated upgrade details and added a note on certificate validation	Perform Upgrade	
Updated supported browsers and added a note on the recommendation for faster failover	Browser Settings for Agent and Supervisor Desktop	
Added Cloud Connect certificate details	Cloud Connect Certificates	
Added Customer Collaboration Platform certificate details	Customer Collaboration Platform Certificates	
Added Cisco Web Proxy Service	Network and System Services Used for Cisco Finesse	
SocialMiner product name change	All references to SocialMiner are changed to the Customer Collaboration Platform.	

About This Guide

The *Cisco Finesse Installation and Upgrade Guide* describes how to install Finesse, upgrade Finesse, and perform initial configuration.

Audience

This guide is prepared for system engineers and administrators who are responsible for the installation and initial configuration of Cisco Finesse.

Related Documents

Document or resource	Link
<i>Cisco Finesse Documentation Guide</i>	https://www.cisco.com/en/US/partner/products/ps11324/products_documentation_roadmaps_list.html
<i>Configure SNMP Trap in Cisco Finesse</i>	https://www.cisco.com/c/en/us/support/docs/contact-center/finesse/214387-configure-snmp-trap-in-cisco-finesse.html

Document or resource	Link
Cisco.com site for Finesse documentation	https://www.cisco.com/en/US/partner/products/ps11324/tsd_products_support_series_home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

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.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>italic</i> font	<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. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
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 that the window displays. Example: <pre><html><title>Cisco Systems, Inc. </title></html></pre>
< >	<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.