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Change History

Change	See	Date
Initial Release of the Document for Release 11.6(1)		August, 2017
500 Agent Deployment Model is removed and unsupported from 11.6. Removed all references to the 500 Agent Deployment Model.		
Added two-way replication for the Outbound Option.	Two-Way Outbound Option Database Replication	
Added Outbound Database Creation on the Side-B Logger	Import the Logger and Outbound Databases	
Added installation of Core Component Voice Gateway.	Core Component Voice Gateway Installation	
Added installation and configuration of Session Border Controller .	Install and Configure Session Border Controller	
Added uninstallation of Unified Contact Center, Release 11.6		

About this Guide

This document describes how to install the core and shared components, and software for a new Cisco HCS for Contact Center solution, or to upgrade an existing Cisco HCS for Contact Center solution.

Audience

This guide is intended for users who install and upgrade Cisco HCS for Contact Center solution.

This guide assumes that you are already familiar with Cisco Contact Center products. You must acquire the necessary knowledge and experience regarding deployment and management of virtual machines before you deploy components on VMware virtual machines. Therefore, you must have a sound knowledge of the VMware infrastructure.

Cisco HCS for Contact Center is a subset of Core HCS, this document assumes that the HCS infrastructure is ready to set up the contact center. Therefore, components such as UCDM, CUBE Enterprise, and PCA must be installed as part of HCS setup.

Related Docs

Design Considerations and guidelines for deploying a Cisco HCS for Contact Center solution including various components and subsystems. See, <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-implementation-design-guides-list.html>

Post-installation procedure for Cisco HCS for Contact Center, See <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.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.

Convention	Description
<i>italic font</i>	Italic font is used to indicate the following: <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	Window font, such as Courier, is used for the following: <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>
< >	Angle brackets are used to indicate the following: <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.