Preface

Change History

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Removed CAD And CTI OS Reference.		
Added Cisco Unified Mobile Agent Chapter.	Cisco Unified Mobile Agent	
Added CTI OS Encryption Support topic	CTI OS Encryption Support	
Added Upgrade Overview and required steps for upgrading to CTI OS Release for both CTI OS Server and Client Installation. Added steps, which explains the process for uninstalling CTI OS Release 11.6(1).	CTI OS Server Installation - section (Upgrade from Previous version) CTI Toolkit Desktop Client Installation	

About this Guide

This guide describes how to install, configure, and run the Cisco CTI Object Server (CTI OS) product.

Audience

This document is intended for system administrators and other personnel who are responsible for installing and maintaining CTI OS and its associated components.

Related Documents

Subject	Link
Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center	To see all related documentation sets, go to http://www.cisco.com/cisco/web/psa/default.html?mode=prod. Select **Products** > **Customer Collaboration** > **Contact Center**.
Cisco Unified Communications Manager documentation set	Go to http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html

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Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Installation and Configuration Guide for Cisco Unified CCECisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • 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.