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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 11.6(1)		August, 2017
Modified the Windows Server Staging chapter.		
Added a note in User Migration Tool Features topic stating that User Migration tool is not applicable for SSO users.	User Migration Tool Features	

About This Guide

This document contains system diagrams, staging steps and sample test cases for supported models of Unified ICM/CCE. The supported models are:

- Dedicated Forest/Domain Model
- Child Domain Model

**Note**

This document is for individuals responsible for staging deployments of Cisco contact centers. Individuals must be trained on the use and functions of Unified ICM/CCE as well as Microsoft Windows Server, Active Directory (AD), and DNS. This document does not provide detailed Cisco Unified Intelligent Contact Management Enterprise (Unified ICM) or Microsoft Windows Server specific information. You can find this information elsewhere in specific documentation from Cisco or Microsoft.

Audience

Individuals utilizing this document must have knowledge and experience with the following tools/software/hardware to stage the system software as described in this document:

- Cisco Unified ICM Scripting and Configuration Tools
- Third-party software (if installed)
- Microsoft Windows Server and Windows Active Directory administration
- Microsoft SQL Server administration

Related Documents

Document or Resource	Link
Cisco Unified Contact Center Enterprise Installation and Upgrade Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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- Updates to Known Bugs

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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 font</i>	<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>

Convention	Description
< >	<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.