



Preparation

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Scenarios

Cisco Unified Contact Center Enterprise (Unified CCE) is supported only in a virtualized environment.

Installation Scenario

In a virtualized environment, you can run Unified CCE on a VMware ESXi platform. Run the virtual machines (VMs) on Cisco Unified Computing System (UCS) C-series servers, or equivalent third-party servers.

Install the Unified CCE components after you configure the VMs.

You can use the OVA template to deploy the VMs before beginning with the installation of Unified CCE components.

For more information about the complete procedure, see the [Installation Task Flow](#).

Upgrade Scenarios

This release contains an updated database schema. Use the Enhanced Database Migration Tool (EDMT) to perform a schema upgrade during the upgrade process.

You can upgrade from Unified CCE 11.0(x), 11.5(x), and 11.6(x) to Unified CCE 12.0(1) by using one of the two methods:

- **Common Ground Upgrades:** The Common Ground method is an in-place upgrade performed on your existing virtual machine which involves upgrading the Cisco Unified Contact Center Enterprise and all other associated software that is hosted on it. If your hardware meets the requirements for this release, you can perform a Common Ground upgrade without acquiring extra hardware.
- **Technology Refresh Upgrades:** Use the Technology Refresh upgrade method to upgrade your hardware at the same time as the Cisco Unified Contact Center Enterprise system. When using the Technology Refresh method, you prepare a destination system on new hardware and then migrate data from your existing deployment to the new one.

Follow the documented procedures to build a parallel network using new hardware and pre-stage it with configuration data to support the existing production network. Use the Enhanced Database Migration Tool (EDMT) to transfer data and perform a schema upgrade during the upgrade process. Do not use backup and restore procedures to perform the pre-staged configuration on the parallel network.

Upgrade scenarios are considered at a component level; you can perform one type of upgrade on one component, and another type of upgrade on another component. However, the A and B side of any given component must be running on identical hardware.

Follow the task flow and tasks for the upgrade scenario that applies to each individual component involved in the overall upgrade.



Note While upgrading from previous versions of Unified ICM / Unified CCE using the base installer for the current release, make sure that there are no other Windows sessions that are active. These sessions may have inadvertently left some Unified CCE tools like Configuration Manager open. This can prevent the tools from getting upgraded appropriately and this can cause the tool to malfunction or assert. The installer logs indicate that some files were locked, during the upgrade. To resolve the issue with these tools that were not upgraded, you need to re-run the base installer and ensure that no other windows sessions are open.

System Requirements

Before you start installation or upgrade activities, plan your Unified CCE contact center installation or upgrade. For system requirements, see the Compatibility Matrix at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

By default, Windows Defender is enabled on Windows Server. For more information on Windows Defender antivirus compatibility, see <https://docs.microsoft.com/en-us/windows/security/threat-protection/windows-defender-antivirus/windows-defender-antivirus-compatibility>.

Before proceeding with Unified ICM application installation, ensure that you follow the antivirus guidelines specified in the Section, Antivirus Guidelines of the Security Guide for Cisco Unified ICM/Contact Center Enterprise at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Unified ICM installation can also take longer than expected due to scanning of files by Windows Defender. Based on your IT policy, either:

- Disable Windows Defender. For more information, see Disable Microsoft Defender Antivirus procedure in Microsoft documentation.
- OR-
- Add the Unified ICM product folder <ICM install directory>\icm to the exclusion list of Windows Defender. For more information, see <https://docs.microsoft.com/en-us/windows/security/threat-protection/windows-defender-antivirus/configure-extension-file-exclusions-windows-defender-antivirus>.

On Logger, Rogger, AW, and HDS servers, the Unified CCE Installer adds BUILTIN\Administrators to SQL security logins and assigns **sysadmin** role to it. This is required for **Logger** and **Administration & Data Server** services to function appropriately.

Ensure that the system is ready, and meets all requirements for supported hardware and software.

This section provides a summary of the requirements for Unified CCE. If you have not confirmed all the information in this section, complete the planning phase before proceeding further.

For more information, see these documents:

- *Solution Design Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html
- *Virtualization for Unified Contact Center Enterprise* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html
- *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

Platform Requirements

Server selection for Unified CCE in a virtualized environment involves several factors, including:

- The server and all related hardware must be supported for use in a virtualized Unified CCE system
- Minimum specifications for processing, memory, and storage
- Whether you want a packaged and tested Cisco configuration (Tested Reference Configuration or TRC) or a configuration that you base on Cisco-defined minimum requirements (Specs-based Configuration)
- Compatibility requirements for all hardware, and Cisco and third-party software including the VMware required to run and manage a virtual environment

Confirm that your hardware selection is supported for Unified CCE and meets all minimum specifications:

Server	VMware required	For detailed requirements information, see
UCS C-series (TRC):	<ul style="list-style-type: none"> • VMware vSphere ESXi • VMware vCenter (Optional) 	<i>Virtualization for Unified Contact Center Enterprise</i> at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html
UCS C-series (Specs-based):	<ul style="list-style-type: none"> • VMware vCenter • VMware vSphere ESXi 	
Third-party (Specs-based)	<ul style="list-style-type: none"> • VMware vCenter • VMware vSphere ESXi 	

In addition to confirming that your servers meet minimum specifications, confirm that your server choice is compatible with all Cisco and third-party software.

Network Requirements

Network requirements for virtualized Unified CCE systems vary widely, depending on the size and type of Unified CCE solution deployment. Confirm that you have clearly established all network requirements before you install or upgrade a Unified CCE contact center.

For more information, see *Virtualization for Unified Contact Center Enterprise* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html.

Transport Layer Security Version 1.2 Required

Contact center enterprise solutions require the use of TLS 1.2 only connections in this release. Our services accept incoming TLS connections only over TLS 1.2. All outgoing TLS connection use only TLS 1.2.

All clients that connect to either our web interfaces or databases must support TLS 1.2.



Note The older versions of the TLS/SSL are disabled by installer.

For more information see, *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Software License Requirements

Third-Party Products



Note For detailed information about the software editions and versions supported for this release, see the *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Before you begin an installation or upgrade of any part of your contact center, confirm the following:

- That you have all the required software products.
- That all the software versions are compatible with each other.
- That all software versions are also compatible with all hardware and VMware.

Virtualization Requirements

You run the Unified Contact Center Enterprise solution on VMware ESXi platform.

The following requirements apply to VMware on virtual machines for Unified CCE:

- After you install the Unified CCE components on each VM, install the latest VMware Tools from your VMware host using the VMware Tool default settings.



Note Update the VMware Tools whenever you patch or upgrade ESXi.

For more information, see *Virtualization for Unified Contact Center Enterprise* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html.

ESXi Supportability

For information on supported versions of ESXi for this release see *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

As part of the Common Ground upgrade process, if there are no available overlapping supported ESXi versions, upgrade the Unified CCE software first if a back-out of the upgrade is required.

If the upgrade is successful and working, you can then proceed to upgrade ESXi to a supported version for final testing and restoring production operation.

Compatibility Requirements

As part of the planning process, ensure that all hardware, Cisco software, third-party software, VMware, and firmware are compatible. Confirm that you meet all the following compatibility requirements:

For this compatibility information	See
VMware and Cisco software components	<i>Virtualization Software Requirements</i> at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-software-requirements.html
Required firmware	See the following: <i>VMware Compatibility Guide</i> at http://www.vmware.com/resources/compatibility/search.php . For more information, see <i>Virtualization for Unified Contact Center Enterprise</i> at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html . Cisco Installation and Upgrade Guides at http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-c-series-rack-servers/products-installation-guides-list.html
Cisco software product interoperability	<i>Contact Center Enterprise Compatibility Matrix</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html Note Review the compatibility between different versions of the Cisco components to plan upgrades that occur across multiple maintenance windows. Components that are upgraded in one maintenance window must continue to operate with other components that are still at the previous version until the full upgrade is completed.

For this compatibility information	See
Windows OS and SNMP <ul style="list-style-type: none">• SNMP Service• SNMP MI Provider	See the following: <i>SNMP Guide for Cisco Unified ICM/Contact Center Enterprise</i> at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html <i>Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise</i> at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html
Third party software products	<i>Contact Center Enterprise Compatibility Matrix</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html