



## Preface

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## Change History

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

Change	See	Date
Added the topic <b>Install Microsoft Windows 11 for Administration Client</b>	Preinstallation > Preinstallation Tasks > Set Up Third-Party Software	
Removed a Note.	Initial Configuration > Initial Configuration Tasks > Configure Permissions in the Local Machine > Configure Registry Permissions	
Added a Note.	Technology Refresh Upgrade > Technology Refresh Upgrade Tasks > Upgrade Unified CCE Administration Client	
<b>Document updated for MR Release 12.5(2)</b>		July 2022
12.5.2	Added the release number-12.5(2) to title	
Dual Platform	Dual platform support updates in applicable sections	
<b>Initial Release of Document for Release 12.5(1)</b>		

Change	See	Date
CCE Orchestration	<a href="#">CCE Orchestration</a>	May 2021
OpenJDK updates	<a href="#">Java Upgrades</a>	Mar, 2021
	<a href="#">Upgrade Tomcat Utility</a>	
	<a href="#">Certificates for Unified Contact Center Enterprise Web Administration</a>	
	<a href="#">Change Java Truststore Password</a>	
Added a new section	<a href="#">Java Requirements</a>	March 2021
Edge Chromium (Microsoft Edge) updates	Install Microsoft Windows Server	December 2020
	Set Up CA Certificate for Chrome and Edge Chromium (Microsoft Edge) Browsers	
	Accept Security Certificates	
Added new procedure	Verification of the Downloaded ISO	February 2020
CCEDDataProtectTool updates	Bring Upgraded Side A into Service	
Updated the Common Ground Upgrade Workflow for 2000 Agents Deployment	Multistage Upgrade Workflow for 2000 Agents Deployment	
Updated Tomcat version	Upgrade Tomcat Utility	
	Upgrade Tomcat	
Added a new topic for certificates	Certificates for CCE Web Administration	
Added certificate information	Configure Folder Permissions	
	Common Ground Upgrade Task Flow	
	Common Upgrade Tasks	
Added a new section for Cloud Connect Installation	Install Cloud Connect	

## About This Guide

This guide describes how to install the components and software for a new Unified CCE system, or to upgrade an existing Unified CCE system.

# Audience

This guide is intended for users who install and upgrade Unified CCE contact centers.

The procedures assume that the system has been thoroughly designed and staged in preparation for the installation or upgrade.

# Related Documents

Subject	Link
Design considerations and guidelines for deploying a Unified CCE solution, including its various components and subsystems.	Design Guide
System diagrams, staging steps and sample test cases for supported models of Unified CCE.	Staging Guide
Pre-installation requirements and issues to address when you prepare for a Unified CCE installation.	Preinstallation and Planning

# Communications, Services, and Additional Information

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## 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>.

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- Updates to Known Bugs

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## Documentation Feedback

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We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> 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"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> </ul>

Convention	Description
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"><li>• For arguments where the context does not allow italic, such as ASCII output.</li><li>• A character string that the user enters but that does not appear on the window such as a password.</li></ul>

