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
Dual Platform Support	Win2k19 Dual Platform changes in applicable sections	July 2021
Initial Release of Document for Release 12.6(1)		August 2020
Added a new section	CCE Orchestration	
OpenJDK Migration	Java Requirements	
	Custom Truststore to Store Component Certificates	
	Java Upgrades	
	Upgrade Tomcat Utility	
	Uninstallation of Base CCE	
	Certificates for CCE Web Administration	

Change	See	Date
Edge Chromium (Microsoft Edge) updates	Install Microsoft Windows Server	July 2020
	Set Up CA Certificate for Chrome and Edge Chromium (Microsoft Edge) Browsers	
	Accept Security Certificates	
Added new procedure	Verification of the Downloaded ISO	
CCEDataProtectTool updates	Bring Upgraded Side A into Service	
Updated the Common Ground Upgrade Workflow for 2000 Agents Deployment	Multistage Upgrade Workflow for 2000 Agents Deployment	
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

Subject	Link
Pre-installation requirements and issues to address when you prepare for a Unified CCE installation.	Preinstallation and Planning

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Convention	Description
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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 *Cisco 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>`
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