



# 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
<b>Initial Release of Document for Release 12.6(2)</b>		April 2023
Simplified upgrade using orchestration	CCE Orchestration	
	CLI to configure software download schedule	
	CLI to configure the bandwidth for Orchestration software download	
	Enforce software download from Cisco hosted software artifactory	
	CLI to configure proxy for orchestration	
	Serviceability enhancement for entitlement failure update in CLI to configure artifactory URL and API key	
Unified ICM upgrade Path	Upgrade Path	
Multistage upgrade	Multistage UpgradeWorkflow for 4000 Agents and above Deployments	
Java Upgrade	Java Requirements	

## About This Guide

This guide explains how to install, configure, and upgrade Cisco Packaged Contact Center Enterprise (Packaged CCE).

Packaged CCE is a solution deployment for delivering Cisco Unified Contact Center Enterprise in a virtualized environment. Packaged CCE requires strict adherence to capacity limits that are detailed in the *Solution Design Guide for Cisco Packaged Contact Center Enterprise*, available at [https://www.cisco.com/en/US/products/ps12586/prod\\_technical\\_reference\\_list.html](https://www.cisco.com/en/US/products/ps12586/prod_technical_reference_list.html). It is mandatory to follow all rules and requirements stated in the Design Guide.

This document does not discuss the Packaged CCE Lab Only deployment. For information about that deployment, see the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

## Audience

This guide is prepared for partners and service providers who will be implementing Packaged CCE, who are familiar with Cisco contact center applications, and who are experienced regarding the deployment and management of virtual machines using VMware technology.

## Related Documents

Subject	Link
Cisco Packaged Contact Center Enterprise	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html</a>
Cisco Unified Contact Center Enterprise	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html</a>
Cisco Unified Communications Manager	<a href="https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html</a>
Cisco Unified Intelligence Center	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html</a>
Cisco Finesse	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html</a>
Cisco Unified Customer Voice Portal	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html</a>
Cisco Enterprise Chat and Email	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html</a>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### 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 Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest. Log into [www.cisco.com](http://www.cisco.com); then access the tool at:

<https://www.cisco.com/cisco/support/notifications.html>

## Documentation Feedback

To provide comments about this document, send an email message to the following address:

[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	<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 font</i>	<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>

Convention	Description
<code>window font</code>	Window font, such as Courier, is used for the following: <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>
<code>&lt; &gt;</code>	Angle brackets are used to indicate the following: <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>

