Get Complete Contact Center Product Versions

Contents

Introduction

This document describes how to get the complete Contact Center product versions.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Packaged Contact Center Enterprise (PCCE) 12.6.2
- Customer Voice Portal (CVP) 12.6.2
- Finesse 12.6.2
- Cisco Unified Intelligence Center (CUIC) 12.6.2
- Virtualized Voice Browser (VVB) 12.6.2
- Unified Contact Center Express (UCCX) 12.5.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

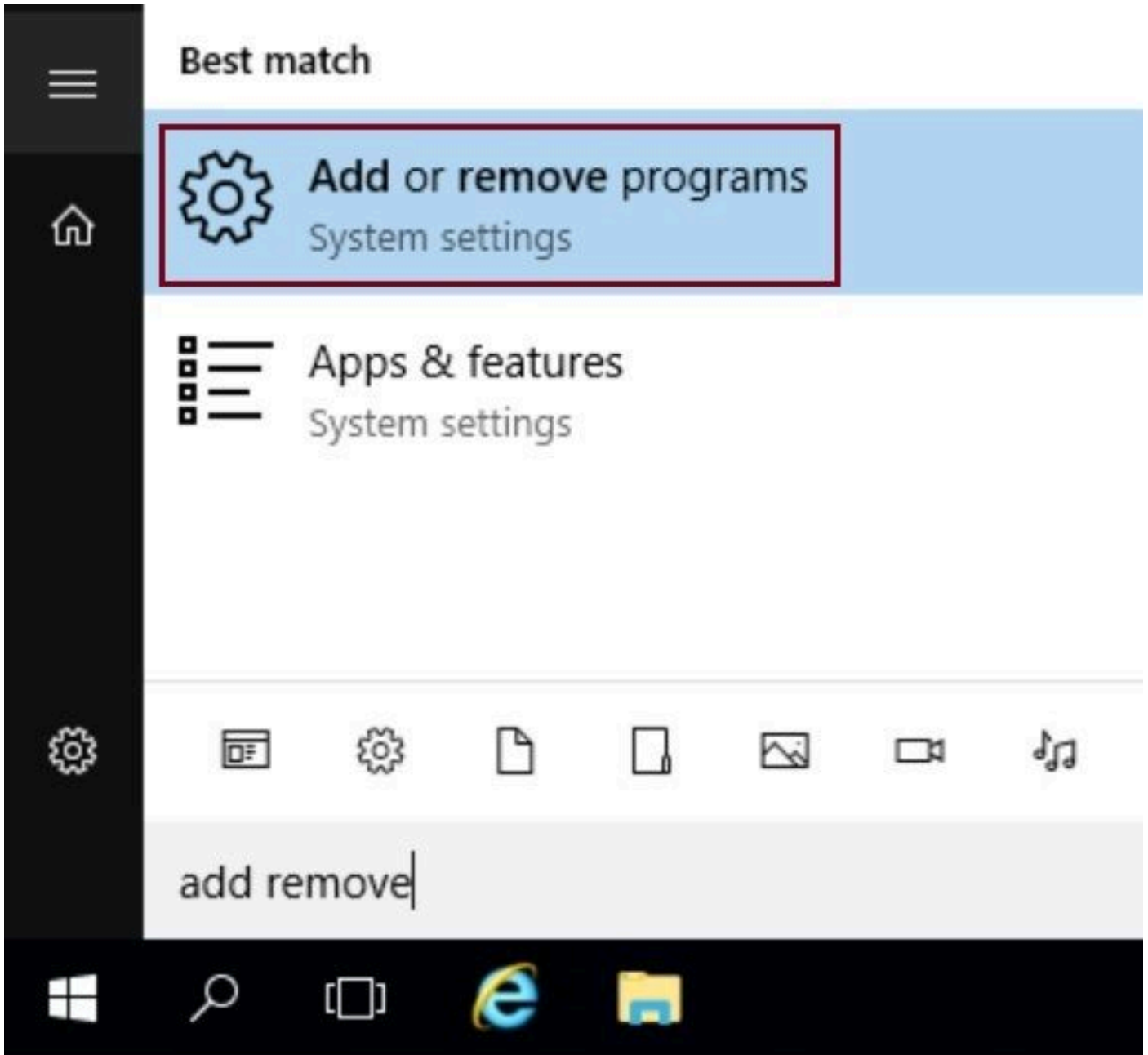### CCE Version

Step 1. Connect to the CCE server, click the Windows icon and type **add remove**.
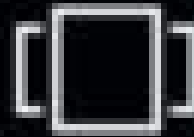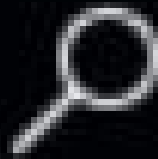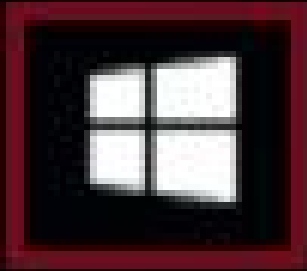
Step 2. Select **Add or remove programs**.

Step 3. In the search field type **ICM**. You can see all the Engineering Specials (ES) installed in the CCE server.

Apps & features

Manage optional features

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

ICM ✕

☰↑ Sort by name ⌄

⬅ Show content from all drives ⌄

Cisco ICM Engineering Special ICM12.6(1)_ES17 Cisco Systems, Inc.	1.83 GB 11/16/2022	
Cisco ICM Engineering Special ICM12.6(1)_ES... Cisco Systems, Inc.	1.83 GB 11/16/2022	
Cisco ICM Engineering Special ICM12.6(1)_ES... Cisco Systems, Inc.	1.83 GB 11/16/2022	
Cisco ICM Engineering Special ICM12.6(1)_ES31 Cisco Systems, Inc.	1.83 GB 11/16/2022	
Cisco ICM Engineering Special ICM12.6(1)_ES... Cisco Systems, Inc.	1.83 GB 11/16/2022	
Cisco ICM Engineering Special ICM12.6(1)_ES42 Cisco Systems, Inc.	1.83 GB 5/30/2023	
Cisco ICM Engineering Special ICM12.6(2)_ES7 Cisco Systems, Inc.	1.83 GB 1/4/2024	
Cisco ICM Engineering Special ICM12.6(2)_ES9 Cisco Systems, Inc.	1.83 GB 1/4/2024	