# 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 system requirements for Windows Defender. | Preinstallation Tasks | June 2023 |
| Added prerequisite to apply ES-02 if VVB is on 12.5(1)_SU before upgrading to 12.6(2). | Preinstallation | May 2023 |
| **Initial Release of Document for Release 12.6(2)** | | April 2023 |
| Added task list for upgrading to Cisco Unified CVP Release 12.6(2). | **Unified CVP Minor Release Upgrade** | |
| Added **Specific License Reservation** section. | **Unified CVP Licensing** | |
| Added steps to export system configuration. | **Unified CVP Minor Release Upgrade** | |

# About this Guide

This document explains how to install and upgrade Cisco Unified Customer Voice Portal (CVP). It is prepared for partners and service providers who will be implementing Unified CVP, who are familiar with Cisco contact center applications, and are experienced regarding the deployment and management of virtual machines.

# Audience

This guide is intended for network administrators to install or upgrade the Unified CVP software.

# Related Documents

*Documentation Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-documentation-roadmaps-list.html.

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# Documentation Feedback

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