



## 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 RAID configuration for C240 M5SX servers | <a href="#">Configure RAID for C240 M5SX</a>                            | June 2018     |
| Added support for C240 M5SX servers.           | <a href="#">Initialize the Packaged CCE 2000 Agents Deployment Type</a> | June 2018     |
| Added spec-based hardware support              | <a href="#">Initialize the Packaged CCE 2000 Agents Deployment Type</a> | November 2017 |

| Change   | See  | Date        |
|--|--|-------------|
| <b>Initial Release of Document for Release 11.6(1)</b>   |  | August 2017 |
| Added new chapter for Packaged CCE 11.5 to 11.6 Upgrade.   | <a href="#">Packaged CCE 11.5 to 11.6 Upgrade</a>  |             |
| Added information for no support of IP address change.   | <a href="#">Initialize the Packaged CCE 2000 Agents Deployment Type</a>  |             |
| Added a new section for VMware settings for Unified Communications Manager.                                    | <a href="#">Update VMware Settings for Cisco Unified Communications Manager</a>  |             |
| Added a new section for setting users as system administrators under the Install Microsoft SQL Server section. | <a href="#">Set Users as System Administrators</a>   |             |
| Added information on integration of single Unified CM cluster to a single Packaged CCE deployment.             | <a href="#">Initialize the Packaged CCE 2000 Agents Deployment Type</a><br><a href="#">Validate Packaged CCE Deployment and Build System Inventory</a> |             |
| Added information on B200 M4 and the C240 M4 servers support for on-box installation for ECE.                  | <a href="#">Solution Components</a><br><a href="#">Install and Configure Enterprise Chat and Email</a>   |             |
| Updated the link for the Enterprise Chat and Email Installation Guide (for Packaged Contact Center Enterprise) | <a href="#">Install and Configure Enterprise Chat and Email</a>  |             |

## 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>                           |

## 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 &gt; 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   |
|-------------|---|
| 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:<br/><code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li></ul>                          |
| < >         | <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> |

