

Contents

- [1 Introduction](#)
- [2 CCMP 8.5\(2\) Installation, Part 1: Installing Prerequisite Software](#)
- [3 CCMP 8.5\(2\) Installation, Part 2: CCMP Application Software Installation & Configuration](#)

Introduction

The following two VoD's are designed to demonstrate the steps necessary to successfully install a dual-sided two-tier CCMP 8.5(2) system. They do not cover the installation of the Operating System, Windows 2008 R2 in this instance.

Please Note!

These VoDs describe the installation of CCMP 8.5(2), however they can also be applied to other versions of CCMP. Please check the Installation Guide for the version you are installing for the correct versions of the prerequisite software necessary for the version you are installing.

These Videos are for reference **only** & you should use the Installation Guide for your version as the prime source of information.

CCMP 8.5(2) Installation, Part 1: Installing Prerequisite Software

This is the first part of a two part series that demonstrates the steps necessary to successfully install Cisco Unified Contact Center Management Portal (CCMP).

This this first video we describe and demonstrate the steps needed to install the pre-requisite software for a CCMP 8.5(2) installation. It does not cover the installation of the Windows 2008 operating system.

[Unified CCMP 8.5\(x\) Installation - Part 1](#)

CCMP 8.5(2) Installation, Part 2: CCMP Application Software Installation & Configuration

This is the second part of a two part series that demonstrates the steps necessary to successfully install Cisco Unified Contact Center Management Portal (CCMP).

In this video we describe and demonstrate the steps needed to install and configure the application software for a CCMP 8.5(2) installation. It also covers the configuration requirements of ICM to enable successful provisioning.

[Unified CCMP 8.5\(x\) Installation - Part 2](#)