

How Do I Download Cisco IPCC Express Version 3.0(3)?

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Questions

Introduction

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Introduction

This document discusses how to download Cisco IP Contact Center (IPCC) Express version 3.0(3). You must run Cisco CallManager 3.3(2) with Service Pack (SP) B or later, or Cisco CallManager 3.2(2c) with SP F or later in order to use Cisco IPCC Express version 3.0(3). Refer to the Cisco CallManager Compatibility Matrix for a list of Cisco CallManager software compatibility issues.

Note: Cisco IPCC Express is formerly known as Customer Response Applications (CRA) or Cisco Customer Response Solutions (CRS).

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. How do I download Cisco IPCC Express version 3.0(3)?

A. Cisco IPCC Express version 3.0(3) is a maintenance update of version 3.0.

Since IPCC Express 3.0(3a) is the first 3.0(3) release, it is not a service pack update. Therefore, IPCC Express 3.0(3) software does not exist. Go to the Cisco Product Upgrade Tool (registered customers only) in order to obtain IPCC Express 3.0(3a). These three requirements must be in place in order to upgrade IPCC Express to version 3.0(3a):

- ◆ An existing version of IPCC Express 3.x
- ◆ A valid Software Application Upgrade (SAU) contract
- ◆ A valid Product Activation Key (PAK) code

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IP Communications and Video: Contact Center

Related Information

- [Cisco CallManager Compatibility Matrix](#)
 - [Cisco Product Upgrade Tool \(registered customers only\)](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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