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# Cisco Customer Contact Software Policy for Using Microsoft Security and Software Updates on Products Deployed on a Retail Installation of Windows Operating System

# Contents

## Scope

This product bulletin outlines the Cisco® policy and guidelines for installing security and software updates that Microsoft issues for the Windows Operating System, Internet Information Services (IIS), and SQL Server for Unified Contact Center solution components that are deployed on Windows operating system. The following products fall into this category:

- Cisco Unified Contact Center Enterprise
- Cisco Enterprise Chat and Email
- Cisco Unified Contact Center Management Portal
- Cisco Unified Contact Center Domain Manager
- Cisco Unified Customer Voice Portal

## Policy and guidelines

The Cisco Unified Customer Contact software products listed above require customers to license and install the Windows operating system, Microsoft IIS, and SQL Server. Customers license these products from third parties and not from Cisco, customers are responsible for monitoring the availability of these security and software updates.

As Cisco qualifies new releases of the Unified Customer Contact software products listed above, they will be qualified with the Microsoft operating system (dependent on the supported compatibility matrix), including security and software Updates, available at that time.

Customers are responsible for reviewing any security and software update released by Microsoft for Windows, IIS, and SQL Server, and assessing their security exposure to the vulnerability. If deemed necessary, customers should follow Microsoft's guidelines to apply these updates to the relevant systems as soon as possible.