

Update the License Count in CRS Version 3

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Update the License Count

Troubleshoot

Problem – Fatal Error: cannot communicate with machnm1.exe

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes how to update the license count in a Cisco IP Contact Center (IPCC) Express Environment.

Note: If the licenses you add include new features to the Cisco Customer Response Solutions (CRS) system or change the LDAP directory type Cisco CRS uses, you must reinstall Cisco CRS.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- CRS

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Cisco CRS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

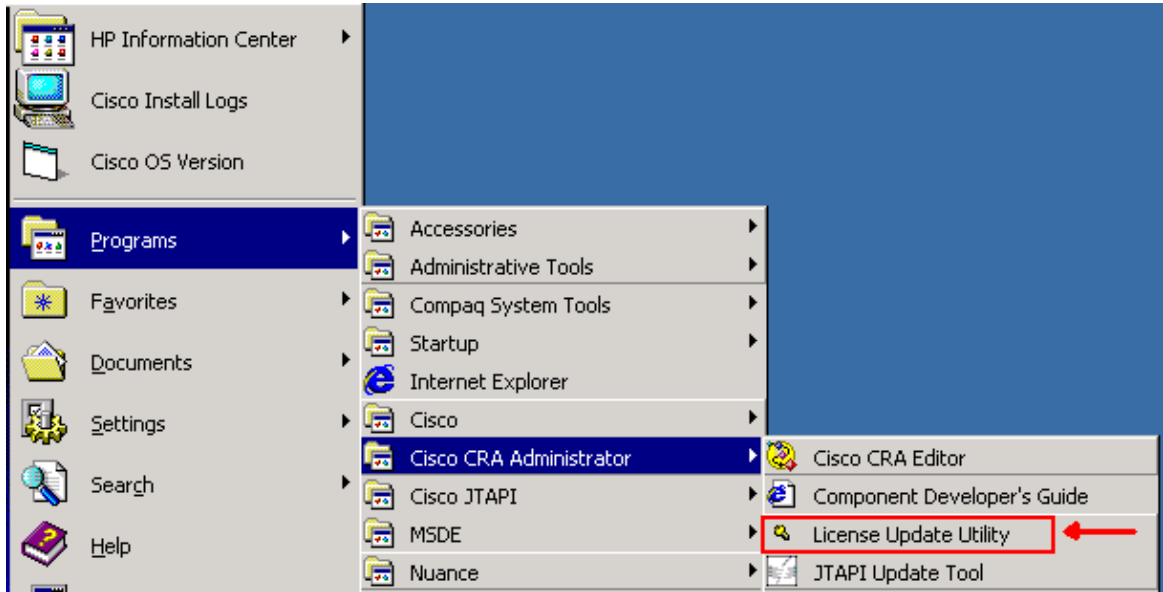
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Update the License Count

Complete these steps in order to increase the license count for CRS:

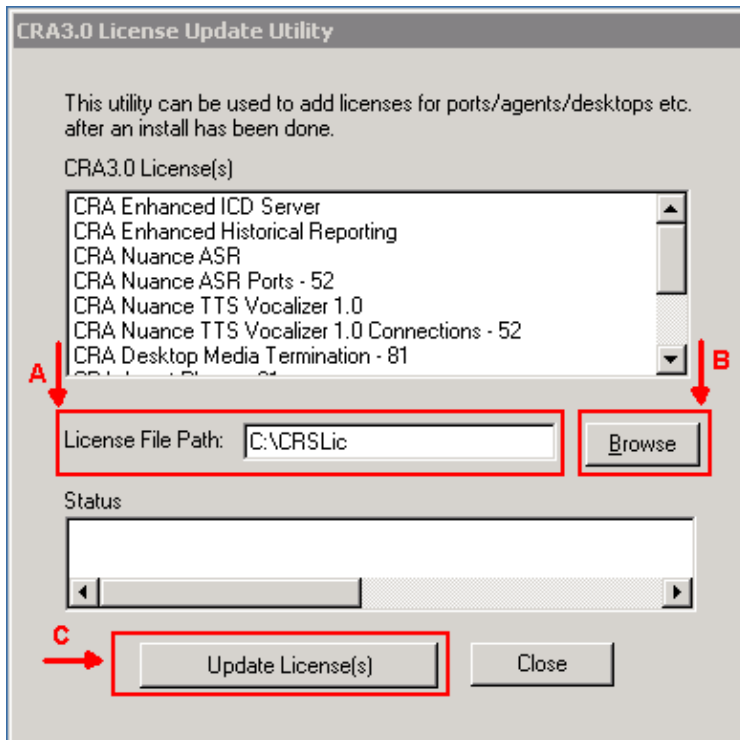
1. Purchase a new license from Cisco.
2. Move the new license to a specific directory, for example, C:\CRSLic.
3. Choose **Start > Programs > Cisco CRA Administrator > License Update Utility** (see Figure 1).

Figure 1 License Update Utility



In the License Update Utility dialog box, the License File Path field indicates that the file resides in the C:\CRSLic directory (see arrow A in Figure 2).

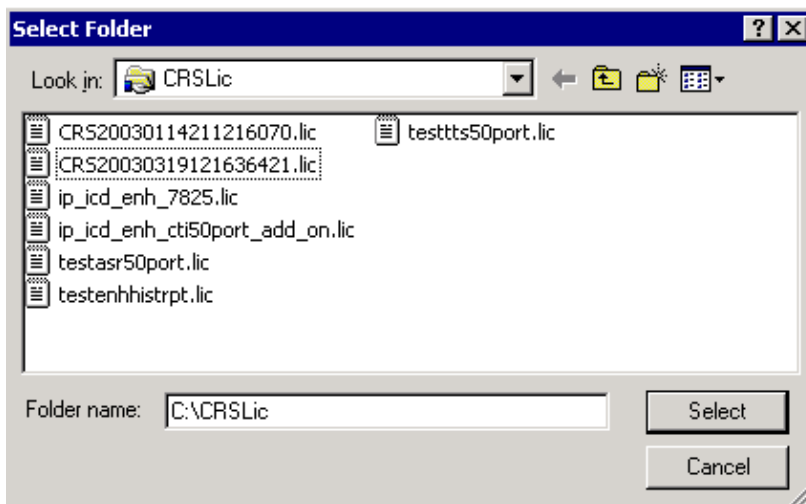
Figure 2 CRA 3.0 License Update Utility: License File Path



4. Click **Browse** (see arrow B in Figure 2).

The Select Folder dialog box appears:

Figure 3 License Files



5. Ensure that all the license files end with the suffix **.lic**.

6. Return to the License Update Utility dialog box, and click **Update License(s)** (see arrow C in Figure 2).

This procedure updates the license count.

Troubleshoot

Problem – Fatal Error: cannot communicate with machnm1.exe

While the license update runs via Remote Desktop Protocol (terminal services), this error message is received:

```
Fatal Error: cannot communicate with machnm1.exe
```

Solution

This is a known problem with when you run the License Update Utility via Terminal Services as it is not supported. You need to log in directly to the CRA server and run the License Update Utility.

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IP Communications and Video: Contact Center

Related Information

- [Update the License Count for CRS Version 4](#)
- [Technical Support & Documentation – Cisco Systems](#)

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