

Table of Contents

<u>Update the License Count for CRS Version 4</u>	1
<u>Document ID: 66000</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Update the License Count</u>	1
<u>NetPro Discussion Forums – Featured Conversations</u>	5
<u>Related Information</u>	5

Update the License Count for CRS Version 4

Document ID: 66000

Introduction

Prerequisites

Requirements

Components Used

Conventions

Update the License Count

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes how to update the license count for Cisco Customer Response Solutions (CRS) Version 4 in a Cisco IP Contact Center (IPCC) Express environment.

Note: If the licenses you add include new features to the Cisco 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
- Cisco CRS

Components Used

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

- Cisco CallManager version 4.1
- Cisco IPCC Express version 4.x

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 modify the license count for CRS version 4:

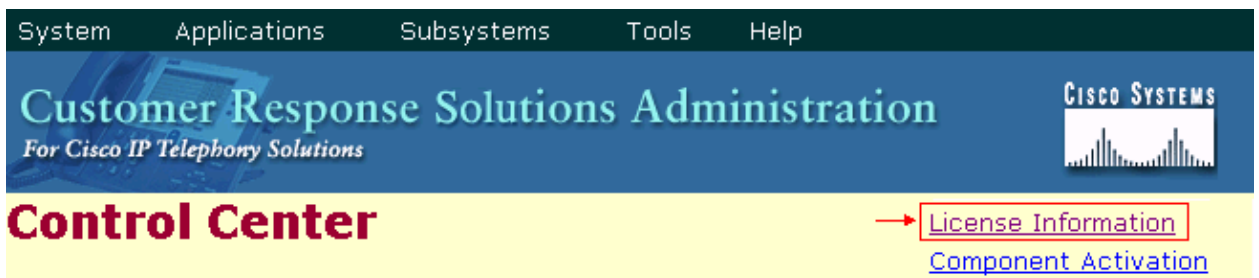
1. Purchase a new license from Cisco.
2. Log into the CRS Administration page.
3. Select **System > Control Center** from the menu bar (see Figure 1).

Figure 1 System > Control Center



The Control Center page appears (see Figure 2).

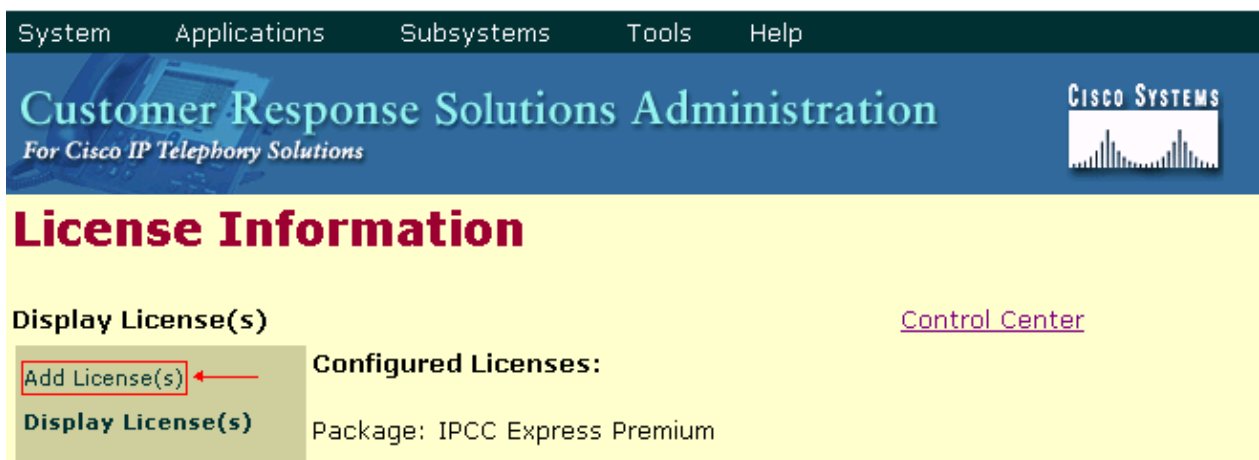
Figure 2 The Control Center Page



4. Click **License Information**.

The License Information page appears (see Figure 3).

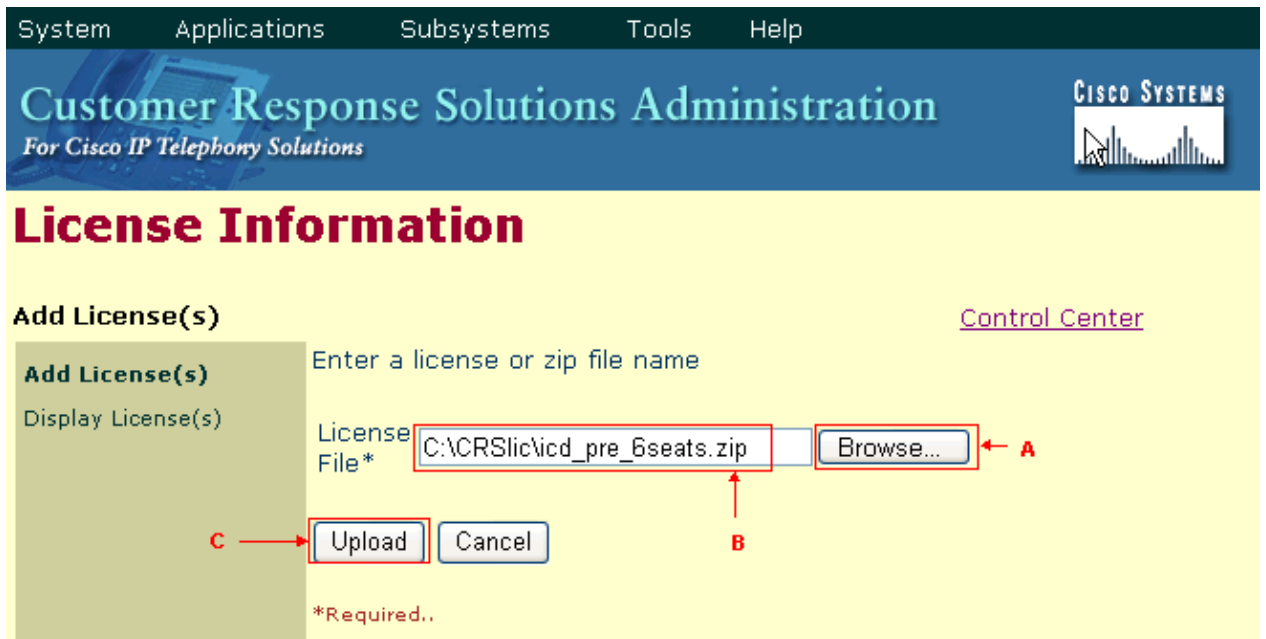
Figure 3 License Information



5. Click **Add License(s)**.

The License Information page displays the Add License(s) fields.

Figure 4 Add License



6. Click **Browse** (see arrow A in Figure 4).
7. Locate the license file.

If you want to add a single license file, specify the path to the relevant .lic file. If you want to add multiple license files, you can upload each .lic file, one at a time. Alternatively, you can create a .zip file that contains all the files, and upload a single .zip file (see arrow B in Figure 4).

Note: If you use a .zip file, remember that the system uploads only the files in the root of the .zip file.

8. Click **Upload** to load the new license file (see arrow C in Figure 4).

If the license loads successfully, this message appears (see arrow A in Figure 5):

License file uploaded to the server successfully.

Figure 5 Message that Appears When the License File Loads Successfully

System Applications Subsystems Tools Help

Customer Response Solutions Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

License Information

Add License(s) [Control Center](#)

Add License(s) Enter a license or zip file name

Display License(s) License File*

B

*Required..

A License file uploaded to the server successfully.

Please go to the Display License(s) page to view current licenses.

9. Click **Display License(s)** to verify the license information (see arrow B in Figure 5).

The Configured Licenses section displays the license information (see Figure 6).

Figure 6 License Information

System Applications Subsystems Tools Help

Customer Response Solutions Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

License Information

Display License(s) [Control Center](#)

Configured Licenses:

Display License(s) Package: IPCC Express Premium

IVR Port(s): 12

IPCC Express Premium Seat(s): 6

High Availability Enabled: 1

IPCC Express Maximum Agents: 300

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- [Update the License Count in CRS Version 3](#)
- [Addition of Licenses to Cisco IPCC Express 4.0\(1\) Fails](#)
- [Technical Support & Documentation – Cisco Systems](#)

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