

Addition of Licenses to Cisco IPCC Express 4.0(1) Fails

Document ID: 68194

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Introduction

This document describes one reason why the addition of licenses to Cisco IP Contact Center (IPCC) Express version 4.0(1) fails, and provides a workaround.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on Cisco IPCC Express version 4.0(1).

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.

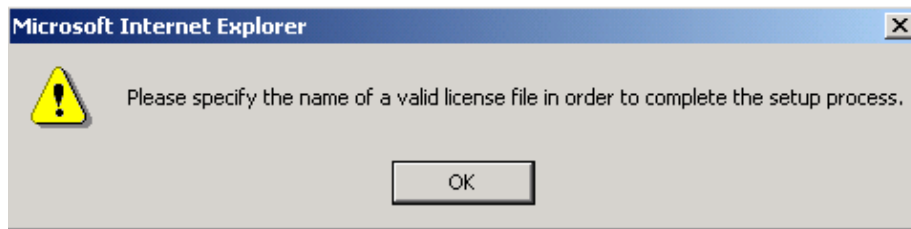
Conventions

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

Problem

When you try to add licenses to Cisco IPCC Express version 4.0.1, this error message appears (see Figure 1):

Figure 1 Error Message That Appears When You Try to Upload Additional Licenses



Cause

The root cause of this problem is that some invalid licenses exist in the LDAP directory. These invalid licenses prevent the upload of additional licenses. The solution is to remove the bad licenses, and add valid licenses.

Workaround

Complete these steps in order to solve this problem:

1. Remove the invalid licenses. Complete these steps:

- a. Move the **setRemovelicense.bat** file to `c:\program files\wfavvid\lib`. Here is the content of this file:

```
"C:\Program Files\wfavvid\java\current\bin\java" -cp
"c:\program files\wfavvid\lib\CiscoApp.jar;c:\program files\
wfavvid\lib\CiscoAppAdmin.jar;c:\program files\wfavvid\lib\
ICE_JNIRegistry.jar;c:\program files\wfavvid\lib\repository.jar;c:\
program files\wfavvid\lib\CiscoUtil.jar;c:\program files\wfavvid\
lib\License.jar" com.cisco.License.ldap.FLEXlmLDAP 2
```

Note: The contents of the `setRemovelicense.bat` file appear over multiple lines here due to space constraints.

Note: Refer to Cisco bug ID CSCsc32186 (registered customers only) for information on how to retrieve the `setRemovelicense.bat` file.

- b. Choose **Start > Run**. The Run dialog box appears.
 - c. Type **cmd** in the Open field.
 - d. Click **OK**. A DOS window opens.
 - e. Change the directory to `c:\program files\wfavvid\lib`.
 - f. Run `setRemovelicense.bat`.
2. Select **Start > Programs > Administrative Tools > Services** to display the Services window.
 3. Right-click **Cisco CRS Node Manager**, and choose **Stop** from the shortcut menu (see Figure 2).

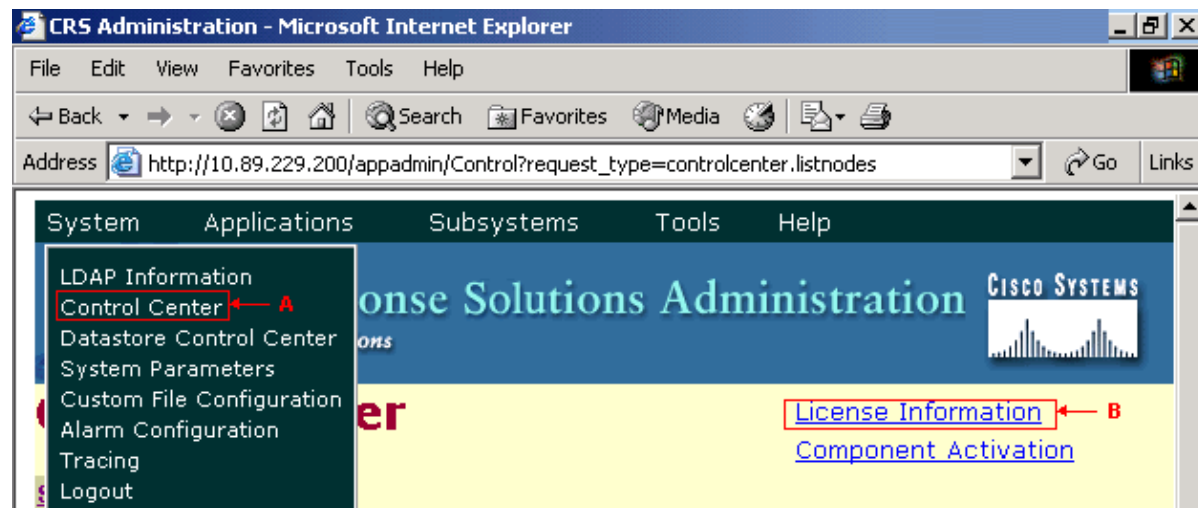
Figure 2 Services

Name	Description	Status	Startup Type	Log On As
Alerter	Notifies sel...		Disabled	LocalSyst
Application Management	Provides s...		Disabled	LocalSyst
Automatic Updates	Enables th...		Disabled	LocalSyst
AVG7 Alert Manager Server		Started	Automatic	LocalSyst
AVG7 Update Service		Started	Automatic	LocalSyst
Background Intelligent Transf...	Transfers f...		Disabled	LocalSyst
Cisco AVVID Alarm Service		Started	Automatic	LocalSyst
Cisco CRS Node Manager		Started	Automatic	LocalSyst
Cisco Desktop Call/Chat Service		Started	Manual	LocalSyst
Cisco Desktop Enterprise Service		Started	Manual	LocalSyst
Cisco Desktop IP Phone Agent...		Started	Manual	LocalSyst
Cisco Desktop LDAP Monitor S...		Started	Manual	LocalSyst
Cisco Desktop License & Reso...		Started	Manual	LocalSyst
Cisco Desktop Recording & St...		Started	Manual	LocalSyst
Cisco Desktop Recording Service		Started	Manual	LocalSyst
Cisco Desktop Sync Service		Started	Manual	LocalSyst
Cisco Desktop VoIP Monitor Se...		Started	Manual	LocalSyst
ClipBook	Supports C...		Disabled	LocalSyst
COM+ Event System	Provides a...	Started	Automatic	LocalSyst

4. Add valid CRS licenses. Complete these steps:

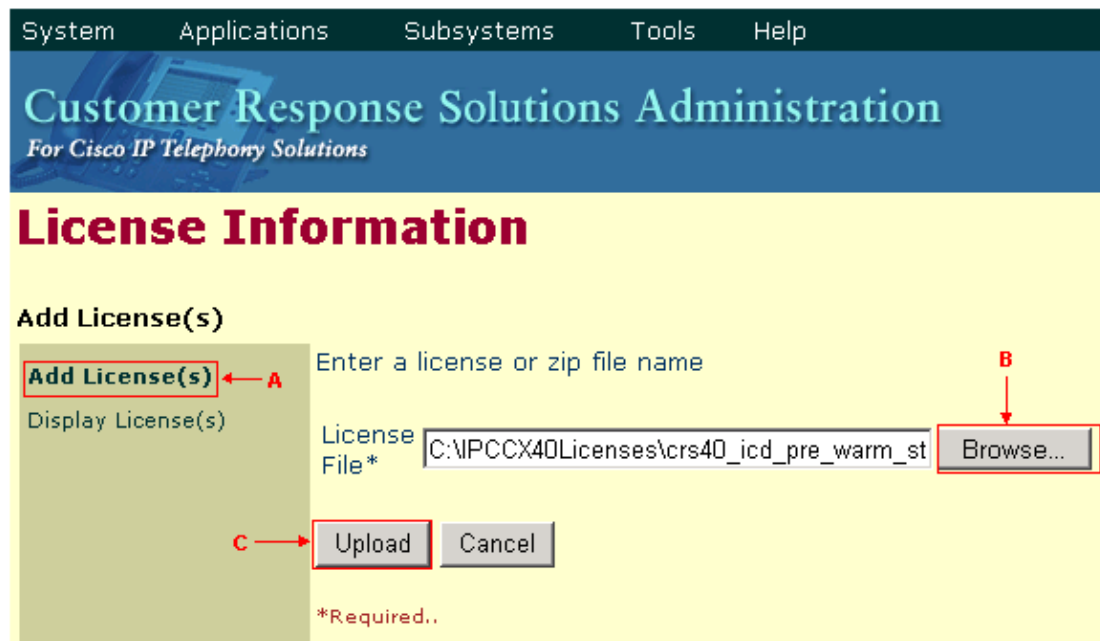
- Log into the CRS Administration page.
- Choose **System** > **Control Center** (see arrow A in Figure 3).

Figure 3 Cisco Response Solutions Administration Page



- Click the **License Information** link (see arrow B in Figure 3). The License Information window appears.

Figure 4 License Information



- d. Click **Add License(s)** (see arrow A in Figure 4).
 - e. Click **Browse** to select valid license files (see arrow B in Figure 4).
 - f. Click **Upload** to add licenses (see arrow C in Figure 4).
5. Return to the Services window, right-click **Cisco CRS Node Manager**, and choose **Start** from the shortcut menu.
 6. If it is a DC Directory environment, restart the DC Directory service.

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Updated: Apr 04, 2007

Document ID: 68194