Configure Smart License Specific License Reservation

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Introduction

This document describes the configuration of Specific License Reservation (SLR) features which are introduced in CVP and UCCE version 12.6.2.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Customer Voice Portal (CVP)

Components Used

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

- CVP Noamp
- UCCE Single Pane of Glass (SPOG)
- CSSM (Cisco Smart Software Manager)

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, ensure that you understand the potential impact of any command.

Configure

- Allows you to reserve the licenses from the virtual account, tie them to the UDI of the device, and then use the device with the reserve licenses in the disconnected mode.
- SLR Feature is for highly secure networks and other devices that cannot or do not connect to Cisco.
- Devices that are registered with smart license share device information at regular intervals with Cisco Smart Software Manager (CSSM).
- Cisco offers license reservation as on-request configuration for these devices.

Network Diagram

License Reserve Flow

License Reserve Flow



Update License Flow (SLR Only)

Update License Flow (SLR Only)



Return License Flow



Procedure

Specific License Reservation (SLR)

Step 1: To configure Specific License Reservation (SLR) on CVP 12.6.2, Log in to **CVP Noamp**, navigate to **License Management> License Settings**.

Step 2: Click Enable Reservation check box and then click Save button.

Select Licens	e Settings			\times							
Enable Reservation											
License Type:	◯ Flex	Perpetual									
	Usage Mode:	Production	Non-Production								
		Deployment Type:	Comprehensive								
			Standalone								
			Call Director								
			O HCS								
			Cancel	ave							

Step 3: Registration Status is **Unregistered – Reservation Enabled**.

diada cisco	Unified Contact Center Enterprise M	Management			(49) Alerts	Administrator Administrator	
		One or more produ	ict instances in the deployment are in the Evaluation. Learn Mo	re.			
Overview	License Management					с	CE CVP
Infrastructure	 You are currently in Evaluation mode. To regist For license reservation, enable reservation for 1. Ensure you have internet access or an Or- 2. Citk on Transport, Settings and select you 3. Login to your Smart Account in Smart Soft - Navigate to the Virtual Account contain - Generate a Product Instance Registrat 4. Use the saved token to register the product 	er your Product Instance with Clisco Smart Licensing; im License Settings and follow steps provided in Registe Prem CSSM installed on your network. I mode of communication. ware Manager ning the licenses to be used by this product instance. Sin Token (this identifies your smart account) and copy of it instance.	r option. Else follow below steps. r save it.				
				License Settings	Transport Set	tings Registe	0
Users Ø Desktop	Smart Licensing Status : CVP (cvp1.dcloud.c Registration Status: License Authorization Status: Export-Controlled Functionality:	Isco.com)					
Capacity	Entitlements for: comprehensive Flex						
	License Name	Description	Reported Count	Status			

Step 4: Click **Register**, and under Reserve Licenses window, click **Request Reservation Code**. It generates a Request Code. Copy this Request code and Log in to **Cisco Smart Software Manager (CSSM)**, and paste this Request code on CSSM portal to generate the Authorization Code for SLR.

cisco	Unified Contact Center Enterprise Manager	nent		Alerts Administrator
A	License Management	One or more product ristan	ces in the deployment and in the Evaluation <u>Learn More.</u>	CCE CVP
Infrastructure	You are currently in Evaluation mode: To register your Proc For license reservation, enable reservation from License E 1. Ensure you have internet access or an On-Proc CSBM 2. Click on Transport Bettings and select your mode of co 3. Login to your Smirt Account in Smirt Schware Manage - Navigate to the Virbital Account costaining the lice - Generate al Protital Instance Instantion Takin in 4. Use the saved token to register the product Instance.	Step 1 Request Reservation Code Request Code Request Code Step 2 Visit Cisco Smart Software Manag authorization code Step 3	web/w/up2/1/20/09/15/75/straffing Talster/coloration/scose /web/web/straffic/ web/web/straffic/ ger (CSSM) and use the above code to generate	Licence Settings Transcom Settings Register
Users Desktop Capacity	Smart Licensing Status : CVP (cvp1.dcloud.cisco.com) Registration Status: License Authorization Status: Export-Controlled Functionality: Entitlements for: comprehensive Flox	Authorization Code	Reserve	
	License Name	Description	Reported Count	Status

Step 5: Navigate to **CSSM portal**. Click **License Reservation** tab.

Cisco S	oftware Central			cisco				
Scheduled Do	wntime Notification - License Registration Por	tal (LRP), Manage	Smart Account & Acc	count Administrati	on. Plug-N-Play (PnP), Smart Software M	anager (CSSM), Cisco Device A	Activation(CDA) and
	Cisco Software Central > Smart Software Licensing	90					BU Product SI, Product Details Sug	ion Test 👻
	Alerts Inventory Convert to Smart Licensing	Reports Pre	lerences On-Prem A	counts Activity				
	Virtual Account: CCX and CVP -					🚯 Major 133 Mix	or 🗰 Informational Hide A	Is there a question we can help you with?
	General Licenses Product Insta	event Lo	a					Type your question here Ask Not Now Don't Ask A
	Avgiliation Actions + Mar	age License Tags	License Reserv	ation	Z Show Licen	se Transactions	By Name By Tag Search by License	٩
							Advanced Sea	rch 🗸
	License	Billing	Available to Use	In Use	Substitution	Balance Alerts	Actions	
	CC Enterprise Dialer Port 12.5	Prepaid	12047	40 (40 Reserved)		+12007	Actions -	
	CC Enterprise Dialer Port NPS 12.5	Prepaid	12000	0		+12000	Actions -	
	CC Enterprise Flex Premium Seat 12.5	Prepaid	900	50 (50 Reserved)		+850	Actions +	
	CC Enterprise Flex Standard Seal 12.5	Prepaid	36000	40 (40 Reserved)	14	+35960	Actions -	
	CC Enterprise Media Kit 12.5	Prepaid	11947	40 (40 Reserved)		+11907	Actions +	
	CC Enterprise Media Kit NPS 12.5	Prepaid	12000	0		+12000	Actions +	

Step 6: Paste the Request code in **Reservation Request code** window and click **Next**.

Cisco Software Central	alia) cisco	0	
Scheduled D Smart License Reservation	on		DDA) and X
STEP 1 Enter Request Code	STEP 2 STEP 3 Select Licenses Review and Confern	STEP 4 Authorization Code	
You can reserve licenses for pr You will begin by generating a f To learn how to generate this o	oduct instances that cannot connect to the Internet for security reasons. Reservation Request Code from the product mstance, ode, see the configuration guide for the product being licensed.		nere a question we can help you with?
Once you have generated the d 1) Enter the Reservation R 2) Select the loanses to be 3) Generate & Reservation A 4) Enter the Reservation A	code: equest: Code below reserved Authorization Code athorization Code on the product instance to activate the features		r guestion here Ask Not Now Don't Ask Age
 Reservation Request Code: CN-ZCVP-0441c233-c73a-47et 	5-a764-aba52e0624f5-AA4N3L3xD-68		
Upitad File	Be	Durise Upload	
		Car	ncel Next
	(Ski Hesser) 40 40	-35680	

Step 7: Select **Reserve a Specific Licenses** and enter the number of licenses you want to Reserve.

Cisco Software Ce	entral		cisco				Q (SC) ⊕ ^{US} EN	
Scheduled D Smart Licen	se Reservation					×	CDA) and	×
STEP	1 - STEP 2	2 STEP	3 вте	- 4				
Enter Reg	uest Code Select Li	censes Review (and Confirm Autho	rization Code				
Product I	nstance Details							_
Product Ty	ype: CV	P					nere a question we can help y	ou with?
UDI PID: UDI Serial	CVI Number: 044	p 1c233-c73a-47e5-a78d-aba52e082	415				r question here	Ask
Licenses to	Reserve						Not Now	Don't Ask Again
In order to co	ntinue, ensure that you have a surplus	of the licenses you want to reserve	in the Virtual Account.					
Roserve a	a specific license							
License			Expires	Purchased	Available R	lasorve		
GVA 12. Child Parts	5 Ports		2023-May-06	100	100	0		
CVP 12. CVP cert	5 Call Director		2023-May-06	1050	1050	0		
	en Sala a S				rina (
						Cancel Next		
			(bb Haserveo)					
⊕ CC En	terprise Flex Standard Seat 12.5	Prepaid 36000	40 (40 Reserved)	+35960		Actions +		
 CC En 	terprise Media Kit 12.5	Prepaid 11947	40 . (40 Reserved)	+11907		Actions -		

Step 8: Review and Confirm the license reservation on CSSM and click Generate Authorization code.

Cisco Software Central	cisc	5		
Scheduled D Smart License Reservation STEP 1 ~ Enter Request Code Product Instance Uetails Product Type: UDI PiD: UDI Seral Number	STEP 2 Select Licenses STEP 3 Review and Confirm	STEP 4 Authorization Code		2DA) and X
Licenses to Reserve License CVP 12.5 Self Service Ports CVP I2.5 Service Software CVP 12.5 Service Software CVP Cut Service Software		Expires 2023-May-08 -	Quantity to Reserve	Not Now Don't Ask Again
CC Enterprise Plex Standard Seat	(30 Pinaer 12.5 Prepaid 36000 40 (40 Reserv	ed) - +355	Cancel Back Generate Authorization Code	
CC Enterprise Media Kit 12.5	Prepaid 11947 40 (40 Resen	- +119 wd)	907 Actions +	

Step 9: **Copy** and also make sure to **Download** the Authorization Code. It is advised to download the authorization code so that if you want to update **License Reservation** or **Return Reservation** in future, you can use this Authorization Code.

Cisco S	Software Central		cisc	0			ର୍ ତ	⊕ ^{US} EN
Scheduled D	Smart License Reservat	ion				3	CDA) and	×
	step 1 🗸	STEP 2 ✓	STEP 3 ✓	STEP 4				
	Enter Request Code	Select Licenses	Review and Confirm	Authorization Code				
	Product Type: UDI PID:	CVP CVP					here a question w	ve can help you with?
	UDI Serial Number:	0441c233-c73a-476	i5-a78d-aba52e0824f5				r guestion here	Ask
	specificPLR>-cauthorizationC «entitlement»-taip-rep3 2019 «andData=2022-May 06 UTC- «subscriptionD>-clusterption «startData=3022-Mov-24 UTC- «tagDescription>CVP Call Ber To Inam how to enter this code.	oder-flags-Artillags-rvension-C+/v 46 com size. SELF_SERVE_POR- ventDates-sizements-figureTERVE_POR- ventDates-sizements-entitlements-to- ristantDates-coat-base- vent and VXML server-chapter.grif see the configuration guide for the	enion-relid-087a046-0825-465-88 TS (12,5 0473H8-746-429-485-68 Sona Sona Sona Sona Sona Sona Sona Sona	76-19643300Rb6+/pid>=timestan 2031ec512 <tap=-count+< tops<br="">2031ec512<tap=-count+< tap=""> 2031ec512<tap=-count+< tap=""> 2031ec512<tap> 2031ec512</tap> 2031ec512</tap=-count+<></tap=-count+<></tap=-count+<>	np+1680072614184-rdimesta ntx-stantDates2022-May-11 -tagDeeroptions-CVP Bell 50-6a37-886/cadedba3-http VP 12.5.Server Software-(dir throrizationCode+	Ing> contenta UTC UTC contenta <a <="" a="" href="contenta"> <a href<="" td=""><td></td><td></td>		
					Download as File C	opy to Clipboard Close		
	 CC Enterprise Flex Standa 	rd Seat 12.5 Prepaid	36000 40 (40 Rese	ved)	35960	Actions +		

Step 10: Navigate to **Reserve Licenses** window on **CVP** and paste the Authorization Code, and click **Reserve** to complete the reservation.

cisca.	Cisco Unified Customer Voice Portal				Administrator
	License Management				
n Ovérview	Device Name Harshitovp		Reserve Licenses	×	
entace. Center Al	 Too are currenty to Executor mode. To report structures, you have interme structure areas or as Ch. Pt B. Chick on Transactif Settings and assect you B. Capit in your Theory Account in Chick B. Capit in your Theory Account in Chick B. Capital Tool and Account Chick B. Capital Tool and Account Chick B. Capital Tool and Account Chick B. Chick the structure for particular B. Chick the same to send theory is ingetter the product of B. Chick the same to send theory is ingetter the product. 	r your Pheataist Instance with Circle 3a nern CSSM sistalied or gour instances nas Managain nas Managain nas the linewant wither used togethis per in Totales (Irlin Schrößler year Ismart au restance	Step 1 Request Reservation Code Request Code Step 2	c73a-4765-a780- aba52e0824f5- AA4N3LJxD-6B	
Cicense License Integement	Smart Licensing States - Hearitangs Regulation florus License Autorization States Dearn-Correlated Functionality	A transmore terms	Step 2 Visit Cisco Smart Software Manager (CSSM) and Step 3 Autorization Code	use the above code to generate authorization code	
R,	Erettlereinns for Comprehensive Perpensal				
assic OAM	Ucones Name	Description			Sana
	Colf 12.4 Server 2005ees	Coll*Ser.	*		 Rectarger is Lee Rectarger is Lee
				close	
					Activate Windows Ça to Settingt ta activate Windows:

Note: To Update or Return the license reservation, click the Action button and select Update Reservation or Return Reservation (as shown in this screencapture) respectively.

dialla (Cisco Unified Customer Voice Portal			Administrator Administrator
	License Management			
	Device Name Harshitcvp			
				License Settings Transport Settings Action ~
18				Update Reservation
act Center Al	Smart Licensing Status : Harshitcvp			Return Reservation
	Registration Status:	Registered - Specific License Reservation (Mar 29, 202	3, 03:46:49) *	5
8	License Authorization Status:	Authorized (Mar 29, 2023, 03:46:49)*		
tegration	Export-Controlled Functionality:	Allowed		
	Product Instance Name:	0441c233-c73a-47e5-a78d-aba52e0824f5		
	* Server timezone (Asia/Calcutta)			
license				
nagement	Entitlements for: Comprehensive Perpetual			
ы	License Name	Description	Reported Count	Status
tatistics	CVP 12.6 Server Software	CVP Server Software	0	No License In Use
	CVP 12.6 Self Service Parts	CVP Self Service Ports	0	No License In Die
R.				
SSIC CHAMP				

Verify SLR

To verify SLR is enabled, navigate to the License Management page and it must show:

Registration Status: Registered - Specific License Reservation

License Authorization Status: Authorized

isco.	Cisco Unified Customer Voice Portal					Administrator Administrator
	License Management					
verview	Device Name Harshitcvp					
():					License Settings	rt Settings Action ~ 🕐
act Center	Smart Licensing Status : Harshitcvp					
~	Registration Status:	S Registered - Specific	License Reservation (Mar 29, 2023, 03:46:49)			
۵ ۵	License Authorization Status:	Authorized (Mar 29,	2023, 03:46:49) *			
gration	Export-Controlled Functionality:	Allowed				
	Product Instance Namer	0441c233-c73a-47e5-c	a78d-aba52e0824f5			
	* Server timezone (Asia/Calcutta)					
oense agement	Entitlements for: Comprehensive Perpetual					
ы	License Name	Descript	tion	Reported Count	Status	
-	CVP 12.6 Server Software	CVP Set	rver Software	0	No License In Use	
RISDCS	CVP 12.6 Self Service Ports	CVP Set	f Service Ports	0	No License In Use	
sic OAMP						

Note: Steps for SLR in CCE are same as CVP, the only difference is the License Settings User Interface. This is the screencapture of License Setting page from CCE.

License Settings User Interface in CCE.

Select License Settings	×
Enable Reservation	
License Type	
Flex License	Perpetual License
License Type is not applicable for Permanent License Reservation.	
Usage Mode	
Production	Non-Production
	Cancel Save

License Settings in CCE

Related Information

- TAC video How to configure smart license on UCCE
- TAC video How to configure smart license on CVP
- <u>Technical Support & Documentation Cisco Systems</u>