



# Unified CVP Licensing

- [License Plan, on page 1](#)
- [Unified CVP Redundant Port, on page 3](#)
- [Unified CVP Reporting Server License, on page 3](#)
- [Evaluation License, on page 3](#)
- [Generate a License, on page 4](#)
- [Apply and Upgrade Call Server/VXML Server/Reporting Server License, on page 5](#)
- [Apply and Upgrade Call Studio License, on page 6](#)

## License Plan

Unified CVP licenses consist of Unified CVP Server licenses, Unified CVP Port licenses, Unified CVP Call Director licenses, and Redundant Port licenses. Each Unified CVP component license is tied to its IP address.

Order licenses for each server, such as Unified CVP server, VoiceXML server, or redundant server. These servers host the Unified CVP software, with the exception of Unified CVP Reporting Server and Operations Console Server.

**Table 1: Unified CVP Components and the Required License**

CVP Component	Required License
Unified CVP Call Server/VXML Server	<ul style="list-style-type: none"> <li>• Self Service Ports</li> <li>• CVP Server license</li> </ul> <p>The licenses for the ports on the Unified CVP Call Server and the Unified CVP VXML Server. A Unified CVP VXML Server license is for the number of self-service ports plus queued sessions.</p>
Unified CVP Reporting Server <ul style="list-style-type: none"> <li>• Standard (Dual Processor)</li> <li>• Premium (Quad Processor)</li> </ul>	No License is required for the CVP Reporting Server.
Unified CVP OAMP Server	No License is required for the CVP OAMP Server.

CVP Component	Required License
Unified Call Studio	Unified Call Studio license

Unified CVP supports FlexLM licensing for Call Server, Reporting Server, VXML Server, and Call Studio. The supported license features of Unified CVP are listed in the following table.

**Table 2: Unified CVP Supported License Features**

Supported License Feature	Description
CVP_SOFTWARE	The basic feature license that is required for Unified CVP.
CVPPorts and SelfServicePorts	The licenses for the ports on the Unified CVP Call Server and the Unified CVP VXML Server. The Unified CVP Call Server license is for the number of SIP sessions on the Call Server. A single Unified CVP Call Server license supports up to 3000 sessions. A Unified CVP VXML Server license is for the number of self-service ports plus queued sessions.
RPT	The license for the Unified CVP Reporting Server.
Unified Call Studio	The license for Unified Call Studio.



**Note**

- Unified CVP licenses for all Unified CVP components are aggregated in the `cvp.license` file, which is located at `%CVP_HOME%\conf\license`. When you deploy a license through Operations Console, the license is appended to the `cvp.license` file. If there are multiple valid Unified CVP component licenses within the license file, the port licenses are additive. For example, if a Unified CVP license file has 200 VXML ports and you apply a license for an additional 100 VXML ports, then the VXML server adds licenses for both the ports, creating 300 licensed ports.
- If the Unified CVP Reporting Server is not licensed, it begins counting messages when you turn it on. When a message is written to the database, Unified CVP Reporting Server checks the local date. After the database writes reach 10000 in a day, an alarm is sent and messages are no longer written to the database. The number 10000 comprises the sum of both inserts and updates that can be written to the database. After a change in the local date, database writes and count resume.
- Unified CVP Call Servers and Unified CVP Reporting Servers do not support additive licenses.
- Unified CVP no longer reports the license usage. Instead, it reports the port usage based on the maximum number of ports available in the `cvp.license` file. This change affects all reports, the Operations Console Statistics page, and the diagnostic portal license information requests. Alerts are issued at the 90%, 94%, and 97% thresholds of licensing usage as with previous releases.
- To update or transfer new license file(s) before the temporary license expires, you must first delete the existing license file (`cvp.license`) present in `%CVP_HOME%\conf\license`. Apply the relevant valid licenses through OAMP, and restart the affected services.

For information on Transfer License Files Using Bulk Administration File Transfer (BAFT), see *Administration Guide for Cisco Unified Customer Voice Portal* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

## Unified CVP Redundant Port

The Redundant Port supports a redundancy model in which one or more failover servers are available to take calls when the primary servers are unavailable.

For Smart Licensing, the redundant ports license is not required. You need to register all the devices with Cisco SSM. At any given point, the total number of calls that receive queuing or self-service treatment on CVP servers must not exceed the total number of CVP Port licenses that you purchased.

Both the primary and the redundant Unified CVP servers use the Unified CVP Server software licenses and the Unified CVP Port licenses. The failover server ensures that there is no loss of service in case of a failure of one or more primary servers. Before you purchase CVP Primary and Redundant Port licenses you must appropriately size and design the port distribution based on the supported redundancy models.

For example, if a customer has purchased 1500 Self-Service ports, these ports can be used across devices or locations or servers. The customer is entitled to run only 1500 ports simultaneously. The total number of calls that receive queuing or self-service treatment cannot exceed 1500.



---

**Note** For orders made after September 22, 2014, each Unified CVP port is bundled with one redundant port license. Existing customers can order additional redundant port licenses to make the count equal to the number of primary port licenses. Customers must also order a server license for each additional redundant server.

---

## Unified CVP Reporting Server License

The Unified CVP Reporting Server license provides the reporting repository for Unified CVP data. The license includes a relational database that uses Crystal reports to query data and examples to build reports. The license includes only the reporting repository and does not include the presentation server. The Reporting Server license includes the IBM Informix license. Previously, two versions of options of CVP Reporting Server were available: the standard version and premium version. The standard version supports a dual-processor server with a smaller database for basic reporting. The premium version supports a larger database on a four-way processor.



---

**Note** Sale of the standard reporting server was discontinued as of September 22, 2014, but existing standard reporting servers will be supported until their End-of-Life (EOL).

---

## Evaluation License

Unified CVP installation comes bundled with an evaluation license. This license supports 30 ports on all Call Servers and 10,000 Reporting Server database writes and updates and is active for 30 days. After the evaluation license expires, the server logs a message to the application server console and startup log to indicate that you need to activate the license. Purchase a license for each component during or after the evaluation period for continued functionality.

**Note**

- A license is considered inactive if it is missing, invalid, or expired.
- The Call Server and VXML Server evaluation licenses support 3000 ports. The licenses are useful for simple testing or evaluation purposes. Although the evaluation license expires 30 days after installation, a production server must always have a license applied to support the desired number of concurrent sessions.
- An expired license needs to be deleted before updating or transferring the new license file.

## Generate a License

### Before you begin

Access the product authorization key (PAK) that you received with the Unified CVP software.

### Procedure

- Step 1** Sign in to the Product License Registration Portal at <https://tools.cisco.com/SWIFT/LicensingUI/Home>.
- Step 2** Click **Continue to Product License Registration**.
- Step 3** In the **Get New Licenses** field, enter your PAK.  
You can enter up to 10 PAKs, separated by commas.
- Step 4** Click **Fulfill**.
- Step 5** Select your features and enter the quantity.
- Step 6** In the **Serial Number** field, enter the following:
  - For a Unified CVP Server or Unified CVP Reporting Server, enter the IP address.
  - For Unified Call Studio, enter the MAC address.
- Step 7** Click **Next**.
- Step 8** Accept the terms of the License Agreement, enter your Recipient Information, and click **Submit**.  
Your request is processed.
- Step 9** Click **Download** to download your license.  
Your license is also sent to you by email.

### What to do next

Ensure that the license file is named as `cvp.license`.

Copy the license file to `C:\Cisco\CVP\conf\license`. Shut down gracefully and then restart each of the Call Server components for the new license to take effect.

# Apply and Upgrade Call Server/VXML Server/Reporting Server License

## Procedure

---

- Step 1** From the **Device Management** menu, select a Unified CVP component.  
The **Find, Add, Delete, Edit** window lists the Unified CVP components that are added to the network map.
- Step 2** Click the Unified CVP component link, and then click **Edit**.
- Step 3** From the toolbar, click **File Transfer > Licenses**.  
The **File Transfer** page appears listing the host name and IP address for the selected Unified CVP component.
- Step 4** From **Select From Available License Files**, select the license file, and then click **Select**.  
**Note** If the license file is not listed in the **Select From Available License Files** text box, click **Select a License File from Your Local PC** and enter the filename in the text box. Alternatively, click **Browse** to search the license file on the local file system.
- Step 5** To transfer the license file to the selected Unified CVP component, click **Transfer**.
- Step 6** Select and restart the Unified CVP component through the Operations Console.  
For more information, see *Operations Console Online Help for Cisco Unified Customer Voice Portal*.
- 



### Note

- Starting with Unified CVP 10.0(1), when all the VXML license ports are being used, the VXML Server limits the total number of concurrent calls on hold to 10 percent of the total number of VXML license ports.
  - When all the VXML license ports are being used, the VXML Server limits the total number of concurrent calls on hold to 10 percent of the total number of VXML license ports. For example, if you deploy 600 VXML license ports, and if all the VXML license ports are in use, then the VXML Server allows only 60 concurrent calls to be **On hold**.
- 

## What to do next

- Verify that VXML Server is operational and that the license is applied by running the **status.bat** or **status** administrative script. Run this script at %CVP\_HOME%\VXMLServer\admin and review the output.
- On the Operations Console, verify that Reporting Server is operational. For more details, see *Operations Console Online Help for Cisco Unified Customer Voice Portal*.
- For upgrade information, see *Solutions Ordering Guide*.

- For more information about Unified CVP licensing, see *Configuration Guide for Cisco Unified Customer Voice Portal* available at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

## Microapps Licensing

Beginning with Release 11.5(1), the IVR service that was part of the Call Server is now part of the VXML Server. The Voice Browser sends a request to the VXML Server to service its requests. Whenever the VXML Server receives a request from Voice Browser, it consumes one license. Until now this licensing method was applied only to Call Studio application running on the VXML Server, but now the same behavior applies to Microapps. Microapps, during the execution on VXML Server, consumes an IVR port.

## Apply and Upgrade Call Studio License

### Procedure

---

**Step 1** Obtain a product authorization key (PAK) and enter the number to the Cisco license tool at <https://www.cisco.com/go/license>.

A license file is returned.

**Step 2** Open the license file with a text editor and copy the contents.

**Step 3** Start Unified Call Studio.

**Step 4** From the menu, select **Help > Activation**.

**Step 5** In the **License** field, paste the license text.

**Step 6** Click **Activate**.

**Step 7** Click **OK**.

The Unified Call Studio license is activated.

For upgrade information, see *Solutions Ordering Guide*.

---