# Configuración del modelo UCCX Smart Licensing-Direct

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### Introducción

Este documento describe la configuración en Contact Center express para habilitar las licencias inteligentes.

# Prerequisites

# Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

Versión 12.5 de Cisco Unified Contact Center Express (UCCX)

# **Componentes Utilizados**

Versión 12.5 de Cisco Unified Contact Center Express (UCCX)

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. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

### Antecedentes

#### Descripción general de las licencias inteligentes

Cisco Smart Software Licensing es una nueva forma de pensar en las licencias. Simplifica la experiencia de licencias en toda la empresa y facilita la compra, implementación, seguimiento y renovación del software de Cisco. Proporciona visibilidad de la propiedad y el consumo de las licencias a través de una única interfaz de usuario sencilla.



Si realiza un pedido en Cisco Commerce y el pedido está asociado a la cuenta inteligente, esta información se rellena en Smart Software Manager, que reside en el sitio web de Cisco. Ahora tiene una vista completa de lo que ha pedido y comprado.

El producto que tiene las licencias inteligentes habilitadas (a través de CLI o GUI), está registrado en CSSM y notifican el consumo de licencias a CSSM.

#### Tipos de implementación

Existen dos modelos para informar del uso:

**Modelo directo**: utilice este modelo en los entornos en los que los dispositivos pueden comunicarse directamente a Internet o conectarse a Internet a través de un proxy HTTPS. La comunicación a CSSM se realiza a través de HTTPS, por lo tanto, todo el tráfico se cifra en el transporte. Si el tráfico se envía a través de un proxy HTTPS o un gateway de transporte, todas las comunicaciones entre dispositivos y CSSM se canalizan a través de una ubicación centralizada si es necesario aplicar políticas de seguridad o inspección adicionales.

**Modelo de implementación mediado**: utilice este modelo en redes en las que los dispositivos no tienen ninguna forma para conectarse a Internet y, por lo tanto, no pueden alcanzar CSSM. Este modelo de implementación requiere que un usuario instale una máquina virtual satelital CSSM en las instalaciones a las que todos los hosts internos puedan acceder. El satélite en las instalaciones se puede implementar en un modo conectado que se sincroniza con CSSM mensualmente, semanalmente o se puede implementar en una configuración totalmente desconectada que requiere cargas y descargas manuales de archivos para mantener el satélite sincronizado. Se recomienda realizar una sincronización al menos cada 30 días.

### Configurar

#### Configuraciones

#### Conexión directa

En la página de administración de UCCX, vaya a System > Licensing > License Management > Transport (Sistema > Licencias > Administración de licencias > Transporte), seleccione la opción de conexión directa y seleccione la opción de conexión de prueba. Una vez que la conexión de prueba se ha seleccionado correctamente, seleccione la opción Guardar.

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Server	1		
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Single Sign-On (SSO)	e is in Evaluation period and will expire in	189 days. Register this Product Instance at the earliest.	
Custom File Configuration	configured. This is required to recover you	air system in case of failure Please refer to Backup Device Configuration page	
Standalone CUIC Configuration	renigueur rine ie require a le recercir ye		and the second second
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is product contains cryptographic fe stributors and users are responsible	tures and is subject to United States and local or compliance with U.S. and local country laws	I country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encr s. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.	cryption. Importers, exporte
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#### Transport Settings

State	us
í	Ready
Config	gure how the product will communicate with Cisco. Note that this setting is shared with Smart Call e, so any changes made here will apply to other features using this service.
۲	Direct - product communicates directly with Cisco's licensing servers.
	URL: "https://tools.cisco.com/its/service/oddce/services/DDCEService"
0	Transport gateway - proxy data via Transport Gateway or Cisco SSM On-Prem
	URL: https://onprem.cisco.com/Transportgateway/services/Devic
0	HTTP/HTTPS proxy - send data via an intermediate HTTP or HTTPS proxy Host Name:
	Port:
Test	Connection Save Cancel

#### Generación de token de autenticación

- 1. Inicie sesión en https://software.cisco.com/ con su nombre de usuario y contraseña.
- 2. Seleccionar inventario bajo licencia de software inteligente
- 3. Seleccionar nuevo token
- 4. Introduzca la descripción, caduque después y los números de uso
- 5. Seleccione la opción Create Token

#### 6. Copiar el token generado

Virtual Ac	count: UCCX_TAC -			
General	Licenses Product Instances Eve	int Log		
Local V	rtual Account			
Def	ult Local Virtual Account:	No		
Product	Instance Registration Tokens			
The regist configure	ation tokens below can be used to register new produ destination address http" on the product to use the Se	uct instances to this Local Virtual Account. For pro mart Call Home Registration URL. The recommen	rodcuts which support Smart Transport you must configure the "license ended method is Smart Transport. Please consult your Prodcuts Config	e smart un <sup>o</sup> on the product to use the Smart Transport Registration URL. For legacy products which still use Smart Call Home, you must guration Guide for setting the desination URL value.
New T	oken			

#### **Create Registration Token**

This dialog will generate the token required to register your product instances with your Alpha Account.

Virtual Account	UCCX_TAC
Description	UCCX
Expire After	30 Days
	Enter the value between 1 and 365, but Cisco recommends a maximum of 30 days
Max. Number of Uses	5
	The token will be expired when either the expiration or the maximum uses is reached
Allow export-controlled function	tionality on the products registered with this token ()



NTU5ODM5MDktMWEwOS00NjNjLThhNWEtMGI1MjY0MzEzYTBhLT E2NTA1MDU0%0ANTU0MzB8VVM5OXU4cFpUaU9jRUtWTVdtaUpL N3N6U0F4M2RZUmdTY0pOMCtx%0Ab0NMRT0%3D%0A

Press ctrl + c to copy selected text to clipboard

#### Registro con cuenta inteligente

- 1. Seleccione la opción de registro en Smart Licensing management
- 2. Pegar el token de registro copiado
- 3. Seleccione la opción de registro Smart License Management

Ctature					
F F	Ready				
- License 1	Vne Details				
Curre	Int License Type: Flex To change th	Lice	nse type <u>click here</u>		
-License (	Control				
Over	age Allowance can be Enabled/Disabled during Registr	ation.			
- Desistrat	ion Information				
You     Fin     Control     Contro     Control     Control     Control     Control	ur system is currently in Evaluation mode. To register yr swre thut your system has access to Internat or Cisco gin to Smart account in Cisco SM On- avigate to the virtual account containing the licentes to nerrate a Product Instance Registration Token (to iden turn to this page, click the Register button and use the nsport Settings Register	our sys SSM ( Prem. be us fy you Produ	tern with Cisco Smart Licensing: Dn-Prem. If you are using Cisco SSM On-Prem, you may have to edit Smart Call Home configuration settings. ad by your Product Instance, Ir smart account) and copy or save it, ct Instance Registration Tokon to register the product.		
Smart Lic	ense Details				
Registra	ation Status	4	Unregistered	Actions	~
Authoria	tation Status		Evaluation Mode ( 89 days remaining )		
Smart A	ccount Name	_	-		
Virtual A	Account Name				
Serial N	lumber		8817e50171e7		
Export-	Controlled Functionality		Not Allowed		

×

Cancel

Create Token

#### Smart Licensing Product Registration



- settings. By default this requires internet access. See the online help for registering to a Cisco SSM On-Prem.
- To register the product instance, copy the Product Instance Registration Token generated from <u>Cisco SSM</u> or your Cisco SSM On-Prem.

FIGURE INSIDE REVISUATION	duct In	stance	Registr	ation	Toker
---------------------------	---------	--------	---------	-------	-------

NTU5ODM5MDktMWEwOS00NjNjLThhNWEtMGI1MjY0MzEzYTBhLTE2NTA1MDU0 %0ANTU0MzB8VVM5OXU4cFpUaU9jRUtWTVdtaUpLN3N6U0F4M2RZUmdTY0pOM Cbr%0Ab0NMRT0%3D%0A	4
	Ŧ
4 >	

Reregister this product instance if it is already registered

urrent License Type:	Flex	
verage Allowance:	Enable O Disable	
	Number of Standard Seats*	
	Number of Premium Seats*	
I indicates required	litom	

Defectos conocidos: <u>CSCwa92591</u> "Error de envío de comunicación" de Smart Licensing debido a la actualización del certificado

### Verificación

El estado de registro en la página de administración de licencias inteligentes cambia de "no registrado" a "registrado" y el estado de autorización cambia de "modo de evaluación" a "autorizado".

### Troubleshoot

- 1. Para la implementación directa, los puertos 80 y 443 deben abrirse en el firewall
- 2. Recopile el demonio de vista de clúster y los registros de administrador con el nivel predeterminado lib\_license para obtener más información sobre la resolución de problemas

- 3. Para el cálculo de licencias, habilite LIB\_LICENSE y SS\_RM para el nivel de depuración para el motor CCX.
- 4. El servicio de demonio de vista de clúster de Cisco Unified CCX en la página Serviciabilidad debe ser INSERVIR