



Upgrading or Downgrading the Cisco Unity Express License in the Same Version

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This chapter describes the procedures to upgrade or downgrade to a different license size for Cisco Unity Express systems without changing the version. The procedures in this chapter apply whether you are upgrading to a license with support for more mailboxes, downgrading to a license with support for fewer mailboxes, or changing your Interactive Voice Response (IVR) license.



Note

If your system is already configured, you cannot change the license type from Cisco Unified Communications Manager to Cisco Unified Communications Manager Express. To make that change, you must reinstall and reconfigure the system. The data cannot be restored. However, you can change the license type before running the initialization wizard.



Note

If you are changing to a smaller mailbox license, verify that the system meets the new license limit before downloading the new license. For example, if you are downgrading from a 50 mailbox license to a 12 mailbox license, ensure that your system does not have more than 12 configured mailboxes. If you have more than 12 mailboxes, delete the extra mailboxes before downgrading the license.

This procedure is a *clean* installation, which uses the software installer in the application. The clean installation permits the system to remain operational while the new software files are downloaded in the background. You must back up and restore your configuration files. Only an FTP server is required for the installation.

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Task List

Changing your license requires the following sequence of activities:

**Note**

If you are installing Interactive Voice Response (IVR), make sure that the IVR license is compatible with your platform and with your Cisco Unified Communications Manager system. See the [Release Notes for Cisco Unity Express Release 3.1](#).

Checklist	Checkoff
<p>1. Order the license SKU from the Configurator. Choose from the following list:</p> <p>Note If you require Interactive Voice Response (IVR), you must purchase an additional license as listed below.</p> <p>Cisco Unified Communications Manager Express</p> <ul style="list-style-type: none"> • 12-mailbox package: SCUE-LIC-12CME= • 25-mailbox package: SCUE-LIC-25CME= • 50-mailbox package: SCUE-LIC-50CME= • 100-mailbox package: SCUE-LIC-100CME= • 150-mailbox package: SCUE-LIC-150CME= • 200-mailbox package: SCUE-LIC-200CME= • 250-mailbox package: SCUE-LIC-250CME= <p>Cisco Unified Communications Manager</p> <ul style="list-style-type: none"> • 12-mailbox package: SCUE-LIC-12CCM= • 25-mailbox package: SCUE-LIC-25CCM= • 50-mailbox package: SCUE-LIC-50CCM= • 100-mailbox package: SCUE-LIC-100CCM= • 150-mailbox package: SCUE-LIC-150CME= • 200-mailbox package: SCUE-LIC-200CME= • 250-mailbox package: SCUE-LIC-250CME= <p>Interactive Voice Response</p> <ul style="list-style-type: none"> • 2-session license: SCUE-IVR-S2= • 4-session license: SCUE-IVR-S4= • 8-session license: SCUE-IVR-S8= • 16-session license: SCUE-IVR-S16= • 20-session license: SCUE-IVR-S20= • SCUE-IVRUPG-S2= (add 2 sessions if you have 2-14 sessions) • SCUE-IVRUPG-S2V= (add 2 sessions if you have more than 16 sessions) 	<input type="checkbox"/>
<p>2. Download the license files from Cisco.com. See the “Downloading the License Files” section on page 41.</p>	<input type="checkbox"/>
<p>3. Save the current configuration.</p>	<input type="checkbox"/>

Checklist	Checkoff
4. Install the new license file. See the “Installing a New Software License File” section on page 42.	<input type="checkbox"/>
5. Run the initialization wizard. See the <i>Cisco Unity Express 3.1 GUI Administrator Guide</i> .	<input type="checkbox"/>

Downloading the License Files

After ordering the appropriate license SKU, download the corresponding license file.

Prerequisites

- IP address or name of the FTP server that will store the Cisco Unity Express license.
- Verify that the FTP server is accessible.

SUMMARY STEPS

1. Log in and go to the Cisco Unity Express page on the Cisco Software Center website.
2. Download the appropriate license file.
3. Copy the file to the FTP server.

DETAILED STEPS

Step 1 Log in and go to the Cisco Unity Express page on the Cisco Software Center website at: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Step 2 Download the appropriate license files as described in the following list:

Cisco Unified Communications Manager Express

- cue-vm-license_12mbx_cme_3.1.x.pkg
- cue-vm-license_25mbx_cme_3.1.x.pkg
- cue-vm-license_50mbx_cme_3.1.x.pkg
- cue-vm-license_100mbx_cme_3.1.x.pkg
- cue-vm-license_150mbx_cme_3.1.x.pkg
- cue-vm-license_200mbx_cme_3.1.x.pkg
- cue-vm-license_250mbx_cme_3.1.x.pkg

Cisco Unified Communications Manager

- cue-vm-license_12mbx_ccm_3.1.x.pkg
- cue-vm-license_25mbx_ccm_3.1.x.pkg
- cue-vm-license_50mbx_ccm_3.1.x.pkg
- cue-vm-license_100mbx_ccm_3.1.x.pkg
- cue-vm-license_150mbx_ccm_3.1.x.pkg
- cue-vm-license_200mbx_ccm_3.1.x.pkg

- cue-vm-license_250mbx_ccm_3.1.x.pkg

Cisco Interactive Voice Response

- cue-vm-license_2port_ivr_3.1.1.pkg (2 session license)
- cue-vm-license_4port_ivr_3.1.1.pkg (4 session license)
- cue-vm-license_8port_ivr_3.1.1.pkg (8 session license)
- cue-vm-license_16port_ivr_3.1.1.pkg (16 session license)
- cue-vm-license_20port_ivr_3.1.1.pkg (20 session license)
- cue-vm-license_2port_ivr_inc_3.1.1.pkg (2 session increment license)

Step 3 Copy the file to the FTP server.

What to Do Next

Save the current configuration. Then, install the new license file.

Installing a New Software License File

This section describes the procedure for installing a new software license using the online installer.



Note

Installing a Version 2.X license file on a Version 3.X system is not supported.



Note

You can also install a new language using the boothelper and do a complete installation. See the [“Reinstalling a Cisco Unity Express Image Using the Boothelper”](#) section on page 45. If you use that procedure, you must substitute the license package you just downloaded for the full package described in the procedure.

Prerequisites



Note

We recommend that the license and software are the same version.

The following information is required to install the software license file using the online installer:

- FTP server username
- FTP server password
- License package name downloaded in the previous [“Downloading the License Files”](#) section on page 41.

SUMMARY STEPS

1. Save your current configuration.

2. Enter the **software install clean** command to install the new license software.
3. Enter **y** to continue the installation.
4. Reload the module for the license to take affect.

DETAILED STEPS

Step 1 Save the running configuration to the startup configuration using the **write** command:

```
se-172-16-0-0# write
```

Step 2 Enter the **software install clean** command to install the new software:

```
se-172-16-0-0# software install clean url
ftp://ftp_server_ip_address/path/Cisco-Unity-Express-license-package-filename username
username password password
```

or, to install the software when the FTP server is configured:

```
se-172-16-0-0# software install clean Cisco-Unity-Express-license-package-filename
```



Note To set the FTP server, see the **software download server** command in the [Cisco Unity Express 3.1 Command Reference](#).

For example:

```
se-172-16-0-0# software install clean url
ftp://172.27.105.115/license_store/cue-vm-license_25mbx_cme_3.1.1.pkg username admin
password secret1234
```

Step 3 Enter **y** to continue the installation:

```
WARNING:: This command will install the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

Step 4 Reload the module for the license to take affect. You may continue with another install or upgrade before you reload the module.

```
se-172-16-0-0# reload
```

Changing Your IVR License

You can upgrade, downgrade, or remove your IVR license.

- To upgrade your IVR license:
 - Order the license SKU from the configurator (either SCUE-IVRUPG-S2 or SCUE-IVRUPG-S2V as required).
 - Download the file. See the “[Downloading the License Files](#)” section on page 41.
 - Install the new file. See the “[Installing a New Software License File](#)” section on page 42.
- To downgrade your IVR license:

- Order the license SKU from the configurator.
- Download the appropriate IVR license file that matches your downgrade. See the “[Downloading the License Files](#)” section on page 41.
- Install the new license which then overwrites the existing license. See the “[Installing a New Software License File](#)” section on page 42
- To remove your IVR license:
 - Download the file: cue-vm-license_0port_ivr_3.1.1.pkg. See the “[Downloading the License Files](#)” section on page 41.
 - Install the new file. See the “[Installing a New Software License File](#)” section on page 42.

What to Do Next

- Enter the **show software license** command to verify the software license type.



Note If you have not yet reloaded the system with the new license, the old license information appears.

```
se-1-100-50-125> show software licenses
Installed license files:
- voicemail_lic.sig : 12 MAILBOX LICENSE
- ivr_lic.sig : 2 PORT IVR BASE LICENSE

Core:
- Application mode: CCM
- Total usable system ports: 8

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 6000
- Default # of general delivery mailboxes: 5
- Default # of personal mailboxes: 12

- Max # of configurable mailboxes: 17

Interactive Voice Response:
- Max # of IVR ports: 2

Languages:
- Max installed languages: unlimited
- Max enabled languages: 2
```