



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

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This chapter describes how to change the license size for Cisco Unity Express systems without changing the version. The procedures in this chapter apply if 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.

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. You need only an FTP server for the installation.

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License Types

If your system is already configured, you cannot change the license type from Cisco Unified Communications Manager to Cisco Unified Communications Manager Express or vice versa. To change your license type, you must first reinstall Cisco Unity Express and then change your license type before you configure your system in any way.

Installation Sequence

Install licenses in the following order:

1. Mailbox licenses
2. Port licenses
3. IVR licenses

Mailboxes

If you are changing to a smaller mailbox license, verify that you have reduced the number of configured mailboxes correspondingly 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 superfluous mailboxes before downgrading the license.

Ports

Only the NME-CUE supports port licensing. Install one base license and from 0-8 increment licenses for 8, 10, 12, 14, 16, 18, 20, 22 or 24 ports. The following conditions apply:

- Installing a base license will replace any existing port license.
- You can install an increment license only if your system already has a base license.
- Installing an increment license will fail if your system already has a 24-port license.
- A system can have licenses only for 8, 10, 12, 14, 16, 18, 20, 22 or 24 ports.
- Installing or removing a base license will fail if the resulting number of ports is more than the number of IVR sessions for which you have licenses plus two (2).

Interactive Voice Response

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 3.2](#).

Task List

Changing your license requires the following sequence of activities:

Table 7 Task List for Upgrading or Downgrading the Cisco Unity Express License

Checklist	Checkoff
<p>1. Order the license SKU from the Configurator. Choose from the following list (you can find further license information in the Release Notes for Cisco Unity Express 3.2):</p> <p>Note If you require Interactive Voice Response (IVR), you must purchase an additional license specifically for for this purpose.</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= 	<input type="checkbox"/>
<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-150CCM= • 200-mailbox package: SCUE-LIC-200CCM= • 250-mailbox package: SCUE-LIC-250CCM= 	<input type="checkbox"/>
<p>NME-CUE Port Licenses</p> <ul style="list-style-type: none"> • SCUE-LIC-PORT-2 • SCUE-LIC-PORT-2= (spare) 	<input type="checkbox"/>
<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= (adds 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 file(s) from Cisco.com. See the “Downloading the License Files” section on page 52.</p>	<input type="checkbox"/>

Table 7 Task List for Upgrading or Downgrading the Cisco Unity Express License (continued)

Checklist	Checkoff
3. Save the current configuration.	<input type="checkbox"/>
4. Install the new license file(s). See the “Installing a New Software License File” section on page 53.	<input type="checkbox"/>
5. Run the initialization wizard. See the <i>Cisco Unity Express 3.2 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

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- 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 (for further licence information, see the *Release Notes for Cisco Unity Express 3.2*):

Cisco Unified Communications Manager Express

- cue-vm-license_12mbx_cme_3.2.x.pkg
- cue-vm-license_25mbx_cme_3.2.x.pkg
- cue-vm-license_50mbx_cme_3.2.x.pkg
- cue-vm-license_100mbx_cme_3.2.x.pkg
- cue-vm-license_150mbx_cme_3.2.x.pkg
- cue-vm-license_200mbx_cme_3.2.x.pkg
- cue-vm-license_250mbx_cme_3.2.x.pkg

Cisco Unified Communications Manager

- cue-vm-license_12mbx_ccm_3.2.x.pkg
- cue-vm-license_25mbx_ccm_3.2.x.pkg
- cue-vm-license_50mbx_ccm_3.2.x.pkg
- cue-vm-license_100mbx_ccm_3.2.x.pkg
- cue-vm-license_150mbx_ccm_3.2.x.pkg
- cue-vm-license_200mbx_ccm_3.2.x.pkg
- cue-vm-license_250mbx_ccm_3.2.x.pkg

NME-CUE Port Licences

- cue-vm-license_8port_3.2.x.pkg (base license file for 8 ports)
- cue-vm-license_16port_3.2.x.pkg (base license file for 16 ports)
- cue-vm-license_24port_3.2.x.pkg (base license file for 24 ports)
- cue-vm-license_2port__inc_3.2.x.pkg (2 port increment file to be installed after base license)

Cisco Interactive Voice Response

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

Step 3 Copy the file(s) 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. The installation sequence is as follows:

1. Mailbox licenses
2. Port licenses
3. IVR licenses

**Note**

You cannot install a version 2.X license file on a version 3.X system.

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 52.

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 effect.

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 [Cisco Unity Express 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_3.2.1.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 effect. You can 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 52.
 - Install the new file. See the [“Installing a New Software License File”](#) section on page 53.
- 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 52.
 - Install the new license which then overwrites the existing license. See the [“Installing a New Software License File”](#) section on page 53
- To remove your IVR license:
 - Download the file: cue-vm-license_0port_ivr_3.2.x.pkg. See the [“Downloading the License Files”](#) section on page 52.
 - Install the new file. See the [“Installing a New Software License File”](#) section on page 53.

What to Do Next

- Enter the **show software license** command to display the base port license on the system and to display the number of ports available in the field “Total usable system ports”. If a base port license is not available (this will be the case unless you have CUE-NME), “Total usable system ports” displays “24”.



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 : 100 MAILBOX LICENSE
- ivr_lic.sig : 2 PORT IVR BASE LICENSE
- port_lic.sig : 8 PORT BASE LICENSE

Core:
- Application mode: CCME
- Total usable system ports: 24

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 18000
- Default # of general delivery mailboxes: 20
- Default # of personal mailboxes: 100

- Max # of configurable mailboxes: 120
```

Interactive Voice Response:

- Max # of IVR sessions: 2

Languages:

- Max installed languages: 5
- Max enabled languages: 5