



System Administration

Overview

This appendix explains how the System Administrator can configure tenant, videos, system properties, and license for the CPC solution.

The topics in this appendix include the following:

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- [Tenant Management](#)
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System Administrator View

The system administrator is a person who has the authority to configure the CPC solution for hospitals. Follow these steps to log in to System Administrator View:

Step 1 Open the Chrome browser.



Note Although Chrome is the only supported browser for this application, System Administrator View may run on other browsers.

Step 2 Enter **http://[CPC_Server_IP_Address]/adminui/** (for example, **http://172.21.133.218/adminui/**) and press the Enter key.

Step 3 In the login screen, enter your credentials. The default credentials are:

- username = **system_admin1**
- password = **Cisco123!Cisco123**

Step 4 Click the **Log In** button.

Tenant Management

Each hospital administrator user is known as tenant administrator. A system administrator can configure tenant administrator.

Creating a Tenant

To create a tenant, perform the following steps:

Step 1 Choose **Tenants** from the Content Management menu of System Admin View.

The Tenant page opens.

Step 2 From the Actions menu, choose **Create Tenant**.

A row gets added on top of the existing list of tenants.

Step 3 Enter the following details for the new tenant:

- Tenant ID
- Tenant Name
- Tenant Description

Step 4 Click the **Save** icon in the Actions column to save the new tenant.

The newly added tenant appears in the list with *INACTIVE* status.



Note To cancel the new tenant entry, click the **Cancel** icon.

Onboarding a Tenant

After you create a tenant, you need to activate it for onboarding the tenant. Follow these steps to onboard a tenant.

Step 1 On the Tenant page, click the green icon in the Actions column from the list of tenants that you want to onboard.

The Onboard Tenant page opens.

Step 2 You can add or verify the following credentials before activating the tenant:

- ZIP Code: Enter the Zip Code and click the **Add** button.
- Admin Credentials: Enter the tenant admin user name and password and click the **Verify** button to verify the credentials.
- Patient Store: Enter the user name and password and click the **Verify** button to check the access to the patient store.
- CMS: Enter the domain, user name, and password of the Content Management System and click the **Verify** button to check the CMS access.
- Workflow Engine: Click the **Verify** button to check the workflow engine access.

Step 3 Click the **Activate** button.

The status of the tenant becomes *ACTIVE*.



Note Click the **Deactivate** button to deactivate the tenant.

Editing a Tenant

To edit a tenant, perform the following steps:

-
- Step 1** On the Tenant page, click the edit icon in the Actions column from the list of tenants that you want to edit.
- Step 2** The following fields of the row become editable:
- Tenant Name
 - Tenant Description



Note You can edit only name and description of the tenant.

- Step 3** Click the **Save** icon in the Actions column to save the edited information.
-

Deleting a Tenant

To delete a tenant, perform the following steps:

-
- Step 1** On the Tenant page, click the delete icon in the Actions column from the list of tenants that you want to delete.
- Step 2** Confirm your deletion.



Note You can delete only the tenants that are having *INACTIVE* status.

Videos

Cisco Patient Connect delivers health, relaxation, and custom videos to patients. All videos are available to patients on Patient View within the Video Library feature.

Videos can be uploaded and stored on external Apache media servers or the Nuxeo content management system (CMS). Refer to the *Cisco Patient Connect Content Management Guide* for instructions on how to upload, store, and publish custom videos to the CPC CMS.

After the videos are uploaded, their metadata and links should be imported into Admin View using a CSV file. The videos stored on the Apache and Nuxeo servers are then linked to Cisco Patient Connect. (see the [Configuring Videos to Watch](#) section). For example, a hospital may require that all patients view a hospital orientation video and a video about HIPPA after being admitted.

Videos can also be assigned to individual patients by the care staff using Care Team View. Care staff can either start a video stream or assign videos to be watched at the patient's convenience. There are two types of video assignments:

- **Required Videos:** These videos are mandatory. Patients must watch these videos before discharge.

- **Suggested Videos:** These videos are not mandatory. Patients are strongly encouraged to watch these videos but it is not a requirement for their discharge.

**Note**

The Media Cache property in the policy of the Cisco Interactive Experience Manager (IEM) should be set to 'false'.

Importing Video Metadata

The video metadata is imported into System Admin View using a .csv file that has been provided to you.

**Note**

The .csv file must include the information about each video as explained in the [File Format for Relaxation Videos](#) or [File Format for Education Videos](#) section.

Follow these steps to import the .csv file:

- Step 1** Click the **Videos** button within the Content Management menu in the left pane.
- Step 2** Select a video type (e.g. **Education** or **Relaxation**) from the drop-down menu in the upper right corner.
- Step 3** Click the **Actions** button and select the **Import Videos** from the drop-down list.
- Step 4** In the Bulk Import dialog box, click the **Add File** button.
- Step 5** In the File Upload window, navigate to the location where you saved the metadata .csv file.
- Step 6** Select the metadata .csv file and click **Open**.
- Step 7** Click the **Start** button to start importing metadata.
- Step 8** Click **Done** after completing the import.

Deleting Video Metadata

All the video metadata can be deleted with the **Delete All Videos** option. Use this option if you will re-import a new .csv file to replace the old metadata.

**Note**

- Only the metadata will be deleted. The videos and thumbnails will not be deleted from the media servers or CMS.
- It is not possible to delete a single metadata entry.
- If one or more videos are already assigned to Patient(s), one more confirmation dialog box will appear. Selecting **Yes** will first delete all the assignments, then the metadata. Selecting **No** will not delete anything.

Follow these steps to delete all video metadata:

- Step 1** To access the Videos page, click the **Videos** button within the Content Management menu in the left pane.

- Step 2** Select a video type (e.g. **Education** or **Relaxation**).
- Step 3** Click the **Actions** button and select **Delete All Videos** from the drop-down list.
- Step 4** In the dialog box prompting your confirmation to delete all video metadata, click the **OK** button.

Localization of Content

The system administrator can import and export only non-custom videos related localization content. To know how to import and export localization content, refer the [Localization](#) section.

System Properties

The **System Properties** page enables you to configure the **Property Key** and the **Property Value** based on customer requirements. Select the function from the list to view the property key and property value of each function. Click on the blue **Edit** icon to edit the values. For example, video.call is a property value and the key value can be either true or false.

Ensure that you follow the table below and verify property value against each property key.

Table C-1 Default System Properties Checklist


Name	Description	Default Value
patient.history.max.records	Limit on number of patient-history records allowed to accumulate in DB.	3000  Note Set 0 for no limit.
patient.history.purge.count.at.limit	When patient.history.max.records have accumulated, how many records to purge before adding new.	25
directory.cache.validity.secs	Directory cache validity in seconds.	18000
directory.staff.role.pattern.doctor	Directory staff role pattern for doctor.	staff physician,staff adult physician,poi-physician,poi-volunteer physician,poi-ucd physician
directory.staff.role.pattern.nurse	Directory staff role pattern for nurse.	registered nurse,reg nurse,nurse home visitor,nurse anesthetist,nurse midwife,vocational nurse,nurse practitioner,continence nurse
directory.staff.photo.base.url	Directory staff photo base URL.	https://apache_farm_host

Table C-1 Default System Properties Checklist

Name	Description	Default Value
directory.staff.photo.default.url	Directory staff photo default URL.	https://10.104.194.58/i/doc-default-img.png
show.notifications	Show notifications.	true
show.footer	Show footer.	true
video.call	Video Call	true
video.call.auto.answer.expiry.duration	Auto answer expiry duration for video call.	10
video.screen.choices	Video screen options.	HOME,MY_VISIT
privacy.data.unlock.duration	Privacy data unlock duration.	60
privacy.data.lock	Whether the privacy data lock option is enabled.	false
user.expiration.time	User expiration time.	3600

System Properties for EMR Integration

You can configure the EMR application integration using the following system properties:

Table C-2 System Properties for EMR integration

Name	Description	Default Value
hl7.patient.schedule.ts.format	HL7 patient schedule ts format.	yyyyMMddHHmm
hl7.patient.schedule.ts.past.margin.minutes	HL7 patient schedule ts past margin in minutes.	1
hl7.patient.type.map.PRISONER	Patient type code used for prisoners.	12
default.timezone.name	Default timezone name. For example, Asia/Kolkata.	America/Chicago
hl7.handler.msg.size.limit	HL7 handler msg size limit.	0
hl7.handler.msgs.per.second.limit	hl7 handler msgs per second limit	0

Name Display Configuration Properties

The name display patterns contain one or more keyword strings from a job title. If a pattern is found as a substring of the EMR staff member job title (reported in a ROL segment), that staff member is classified accordingly (as doctor or nurse role). If there are no matches, that staff member is classified as "Other". The role classification then determines which name display format is applied.

Name display is affected by several system properties as follows:

Table C-3 *System Properties for Name Display Settings*

Name	Description	Default Value
hl7.staff.assignment.max.age.days	Maximum days of staff assignment.	7
hl7.staff.role.description.PRIMARY_NURSE	Staff role description.	Primary Nurse
hl7.staff.role.pattern.doctor	Pattern (as CSV file) in staff roles to be classified as doctor.	consulting physician,attending
hl7.staff.role.pattern.nurse	Pattern (as CSV file) in staff roles to be classified as nurse.	registered nurse,practitioner,1st call provider,2nd call provider
patient.name.default.display.format	The default display format of the patient name.	FIRST_NAME_ONLY

Patterns for job titles are displayed from Active Directory. These patterns can be configured using the following system properties:

Table C-4 *System Properties for Job Title Pattern Settings*

Name	Description	Default Value
directory.staff.role.pattern.doctor	Patterns (as CSV) in directory job titles to be classified as doctor.	staff physician,staff adult physician,poi-physician,poi-volunteer physican,poi-uced physican
directory.staff.role.pattern.nurse	Patterns (as CSV) in directory job titles to be classified as nurse.	registered nurse,reg nurse,nurse home visitor,nurse anesthetist,nurse midwife,vocational nurse,nurse practitioner,continence nurse
directory.staff.photo.base.url	Directory staff photo base URL.	https://apache_farm_host
directory.staff.photo.default.url	Directory staff photo default URL.	https://10.104.194.58/i/doc-default-img.png



Note

The system is limited by available data from external systems. For example, if you select to display the first and last names and degree (Example, M.D.), the degree may be missing for some individuals if it is not listed in the EMR or AD.

System Properties for Drug Education Configuration

This feature depends on the EMR sending prescription information (RDE messages) to CPC. Extended educational information is available from Lexicomp if the hospital subscribes to their service.

You can configure the Drug Education feature using the following properties:

Table C-5 *System Properties for Drug Education Configuration*

Name	Description	Default Value
drug.education.locale.default	Drug education locale default.	en_US
drug.education.default.list.sections	Drug education default list sections.	USED_FOR,TELL_DR_BEFORE_TAKING,BEST_WAY_TO_TAKE
drugeduc.maxCacheEntries	Number of drug entries to cache.	30
drugeduc.cacheValidityMins	How minutes cached data is considered to remain valid.	1440
lexicomp.baseUrl	Base URL to access Lexicomp.	https://webservices.lexi.com/rest/ref/databases/
lexicomp.username	Username to access Lexicomp subscription.	UserForSubscribedCustomer
lexicomp.password	Password to access Lexicomp subscription.	PwForSubscribedCustomer
lexicomp.connectionTimeout	msec timeout for socket connect.	6000
lexicomp.readTimeout	msec timeout for socket read.	6000
lexicomp.assumeAdult	Should patient be considered adult if no DOB available?	y
lexicomp.ageThresholdForAdult	Minimum age for patient to view adult version.	15
lexicomp.sectionsToFetch	Determines which educ document sections are fetched from the vendor.	DRUG_NAME,NOTE,US_BRAND_NAMES,CANADIAN_BRANDS,WARNING,USED_FOR,BEST_WAY_TO_TAKE,COPYRIGHT
lexicomp.sectionForBrandName	DRUG_NAME and brands are needed at a minimum to populate list data and should not be removed.	US_BRAND_NAMES
lexicomp.defaultLocale	Locale used when none provided, and for querying generic/brand names.	en_US

System Properties for Configuring Videos based on the EMR Orders

You can configure videos based on the EMR orders using the following system properties:

Table C-6 *System Properties for configuring videos based on the EMR orders*

Name	Description	Default Value
hl7.esb.url	EMR Outbound URL.	services/hl7-outbound
hl7.esb.enabled	Determines whether CPC sends any status messages back to the EMR.	false
hl7.video.assignment.mandatory	Defines whether the videos are mandatory or recommended.	true
hl7.video.assignment.status.update.frequency.msec	Frequency at which the status can be sent.	3600000

System Properties for Phone Configuration

You can set the following system property value for the Phone configuration:

Table C-7 *System Properties for Phone Configuration*

Name	Description	Default Value
phone.ringer	Phone ringer.	false



Note Phone configuration can be done on the IEM for the specific IEC device profile. Refer the IEM documentation to know how to configure phone.

System Properties for Demo Configuration

This feature facilitates demonstration of CPC when an actual staff assignment system is not available, using simulated predefined care team members listed in the bundled OpenLDAP directory.

You can configure the Demo integration using the following system properties:

Table C-8 *System Properties for Demo Integration*

Name	Description	Default Value
demo.assign.nurseId	Demo assign nurse ID.	nurse1
demo.nurse.roles	Roles for demo nurses.	RegisteredNurse, MidWife, NursePractitioner
demo.nurse.teamids	Team IDs for demo nurses.	,2,3
demo.nurse.teamnames	Team names for demo nurses.	„NursePractitioners
demo.nurse.jobtitles	Job title for demo nurses.	Reg Nurse II, MidWife Prime,

Table C-8 *System Properties for Demo Integration*

Name	Description	Default Value
demo.nurse.roledescriptions	Role description for demo nurses.	RegisteredNurse,1st call Provider,Nurse Practitioners
demo.nurse.assignment.enabled	Whether the demo nurse assignment is enabled.	false

System Properties for Presence Configuration

You can configure the Presence feature using the following properties:

Table C-9 *System Properties for Presence Feature Configuration*

Name	Description	Default Value
cups.host	Cups host.	10.104.195.179
cups.port	Cups port.	8083
cups.protocol	Cups protocol.	https
presence.do.not.disturb	Whether do not disturb option for Presence is enabled.	false

System Properties for Staff Assignment Configuration

The Staff Assignment feature provides updated data regularly on which care team staff are currently assigned to a particular bed.

You can configure the Staff Assignment feature using the following properties:

Table C-10 *System Properties for Staff Assignment Configuration*

Name	Description	Default Value
raulandborg.ws.url	Raulandborg WS URL.	http://loaclhost:26002/SAIWebService

System Properties for Configuring Movies Integration

This feature provides movies for entertainment. CPC integrates with Swank as a supported provider. The hospital must subscribe with Swank.



Note Contact Swank to obtain correct values for host and customer key. Swank provides movie category names in the English language only. Corresponding translations may be obtained separately and imported as a Localization *Language Pack*.

Table C-11 *System Properties for Configuring the Movie Integration*

Name	Description	Default Value
vod.age.rating.options	CSV list of possible ratings in (vod rating system 1/2).	G,PG,PG-13,R,NC-17,NR

Table C-11 *System Properties for Configuring the Movie Integration*

Name	Description	Default Value
vod.desired.encoding	DRM encoding.	cenc
vod.language.filter	When true, language supported by VOD provider will be filtered based on the languages supported by the product.	false
vod.metadata.refresh.frequency.msec	How often to refresh VOD metadata to CMS.	900000
vod.metadata.refresh.start.delay.msec	How long to wait before first poll for VOD metadata.	3000
vod.poll.categories.url	URL for VOD adapter to all categories.	http://esbhost:8283/services/swank-category-proxy
vod.poll.video.url	URL for VOD adapter to poll movie metadata.	http://esbhost:8283/services/swank-polling-proxy
vod.provider.locale.default	Language for movie titles & descriptions.	en_US
vod.rating.system1	Age-based rating system to use - 1st choice.	MPAA
vod.rating.system2	Age-based rating system to use - 2nd choice.	US TV
vod.server.customer.key	Authentication key to access VOD/Movies on demand streaming server.	xxx
vod.server.host	URL for VOD /Movies on demand streaming server.	ssdemo04.swankmp.com
vod.update.poll.enable	Whether to poll VOD/Movies on demand titles & categories.	true



Note The **vod.poll.*.url** properties are not editable

System Properties for Configuring Videos

You can configure videos for education and relaxation using the following properties:

Table C-12 *System Properties for Videos*

Name	Description	Default Value
education.video.format	Format of the education video. For example, mp4.	mp4
education.thumbnail.format	Thumbnail format (image format) of the education video. For example, jpg.	jpg

Table C-12 *System Properties for Videos*

Name	Description	Default Value
relaxation.video.format	Format of the relaxation video. For example, mp4.	mp4
relaxation.thumbnail.format	Thumbnail format (image format) of the relaxation video. For example, jpg.	jpg
apache.base.url	Apache base URL.	https://<Apache farm IP>

Custom videos are configured in CPC CMS. Refer the *Content Management System guide* for more details.

System Properties for CPC Content Management System

You can configure CPC CMS using the following properties:

Table C-13 *System Properties for CPC CMS*

Name	Description	Default Value
cms.url	CPC CMS URL.	http://<CMS IP>:8080
cms.thumbnail.index	CPC CMS thumbnail index.	2
cms.api.url	CPC CMS URL.	http://<CMS IP>:8080/nuxeo/site/automation

System Properties for Collaboration Devices Configuration

This feature allows hospital staff to collaborate using various devices to join a conference call to resolve a patient problem. CPC integrates with Cisco Instant Connect (sold and installed separately). The following properties should be customized based on the actual Instant Connect install, using dedicated IPICS credentials created for CPC use with the necessary roles. In addition, the administrator should customize appropriate workflows to include collaboration.

Table C-14 *System Properties for Collaboration Devices Configuration*

Name	Description	Default Value
collaboration.ipics.ws.user.name	User name for IPICS web services.	ipics
collaboration.ipics.ws.pw	Password for IPICS web services.	xxx
collaboration.ipics.ws.uri	URI for IPICS web services.	http://ipicshost/ipics_server/services/IpicsWebService

System Properties for Configuring CBORD Food Ordering Vendor

Images used to represent the CBORD food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS) and then the titles of the images are mapped to the CBORD food menu items (i.e. meal names, servicecourses names) in the iepdb.resourcebundle table using the *Localization Import/Export* feature of Admin view. For instructions on how to upload new CBORD meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*. For instructions on how to map the titles of the images that are in the CMS to the CBORD food menu, refer to the [Localization](#) chapter.

Table C-15 System Properties for Food Ordering Vendor specific to CBORD

Name	Description	Default Value
cbord.ws.url	Web service URL.	NA
cbord.ws.meals.action	URL to retrieve meals data.	NA
cbord.ws.foods.action	URL to retrieve foods data.	NA
cbord.ws.ordersubmit.action	URL to submit an order.	NA
cbord.vendorkey	Vendor key based on subscription	NA

Licensing

The **Licensing** page enables you to register for license to use the CPC solution based on your needs and view the status of the licensing information such as, Registration Status, Licensing Authorization Status, Export-Controlled Functionality, and Transport Settings.

Additionally, you can also view the license version and its license usage in the CPC solution.

- [Smart License Registration](#)
- [Smart Software Licensing Status](#)
- [Smart License Usage](#)
- [Renewing Authorization](#)
- [Renewing Registration](#)
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Smart License Registration

By default, the CPC solution is under a 90-day evaluation period. During this period, you can use all the features of the solution. You need to register for smart licensing before the expiration of the evaluation period to use the CPC solution with compliance. After the evaluation period, the system displays out-of-compliance message until you get registered for smart licensing.

Obtaining the Product Instance Registration Token

You need to obtain the product instance registration token from Cisco Smart Software Manager or Cisco Smart Software Manager satellite to get registered for the CPC solution.

Follow these steps to obtain the product instance token:

-
- Step 1** Open the browser, enter **https://software.cisco.com** in the URL field, and press the Enter key.
The Cisco Software Central page opens.
- Step 2** Click the **Login** button and enter your CCO ID (Cisco Connection Online Identification) and password.
-  **Note** Customer can request CCO account to access cisco.com.
-
- Step 3** Click the **Smart Software Licensing** link.
The Smart Software Manager page opens.
- Step 4** Click **Inventory** and then the **General** tab.
- Step 5** Select the appropriate Virtual Account from the drop down list available above the **General** tab.
- Step 6** Click the **New Token** button on the **General** tab page.
The Create Registration Token dialog box appears.
- Step 7** Enter the description for the token in the **Description** field.
- Step 8** Enter the number of days to specify the expiry duration of the token in the **Expiry After** field.
-  **Note** Although Cisco recommends a maximum of 30 days, you can, however enter 1 to 365 days.
-
- Step 9** Select the **Allow export-controlled functionality on the products registered with this token** check box if you are creating a token that enables the customers to use restricted functions from an Export Control perspective. Uncheck this box if you do not need to enable Export Control.
-  **Note** To use Export Control, the Smart Account has to be authorized.
-
- Step 10** Click the **Create Token** button to create the product registration token.
-  **Note** The newly created token appears in the Product Instance Registration Tokens table.
-
- Step 11** Click the token in the Token column of the table to copy it and use it as explained in the [Using the Product Instance Registration Token](#) section.
-

Using the Product Instance Registration Token

Follow these steps to use the product instance registration token for the CPC solution:

-
- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 Click the **Register** button on the Smart Software Licensing page.

The Smart Software Licensing Product Registration dialog box appears.

Step 3 Paste the Registration Token that you obtained in the **Product Instance Registration Token** text box and click the **Register** button.



Note Refer the [Obtaining the Product Instance Registration Token](#) section to know how to obtain the product instance registration token.

You have now registered CPC to Smart Licensing.



Note After the successful registration, the Smart Software Licensing page displays the Registration Status as REGISTERED and the License Authorization Status as AUTHORIZED.

Smart Software Licensing Status

Table C-16 Smart Software Licensing Status



Licensing Status	Sample States	Description
Registration Status	UNREGISTERED	Not registered for the license.
	REGISTERED	Registered for the license.
License Authorization Status	No License in Use	The product instance does not use any license.
	AUTHORIZED	The CPC smart licensing module is using the correct trust store for the transport gateway.
Smart Account	<the customer Smart Account>	The name of the customer Smart Account.
Virtual Account	Default or named virtual account.	Default or the actual name of the Virtual Account that was created by the customer.
Product Instance Name	mxdb-qa	This is the default product instance name.
		 <p>Note The product instance name can be changed using TUI. Refer the <i>Command Line Interface Reference</i> section of the <i>Cisco Patient Connect Installation Guide</i> to know how to change the product instance name.</p>

Table C-16 *Smart Software Licensing Status*

Licensing Status	Sample States	Description
Export-Controlled Functionality	Not Allowed	You are not using restricted functions according to ECLs (Export Control Laws).
	Allowed	You can generate a restricted token that activates restricted functionality according to Export Control Laws (ECLs).
Transport Settings	Direct	The platform connects directly to Cisco Smart Software Manager.
	Transport Gateway	Using the Transport Gateway (downloadable from cisco.com) to connect to Cisco Smart Software Manager or connecting to Cisco Smart Software Manager satellite which is an on-prem version of Cisco SSM.
		 Note The system is pre-configured to connect to CSSM. This configuration, however, can be changed manually.

Smart License Usage


The Smart License Usage table indicates that the number of licenses used for basic and advanced versions and their status.

The following table provides details about the Smart License Usage table:

Table C-17 *Smart License Usage Table Details*

Column Header	Display	Description
License (Version)	CPC_BASE	The CPC basic package license. The basic package includes guest room and waiting room features such as, phone, settings, movies, and TV.
	CPC_ENHANCED	The CPC enhanced package license. This package includes patient room features in addition to the guest room and waiting room description.
Description	Cisco Patient Connect Base Package	Description for the CPC_BASE license.
	Cisco Patient Connect Advanced Package	Description for the CPC_ENHANCED license.

Table C-17 Smart License Usage Table Details

Column Header	Display	Description
Count	<number>	<p>The number of license available for each version.</p> <p> Note One license can be used for the number of end points that have been tagged while creating the license.</p>
Status	InCompliance	All the endpoints are having enough licenses in the Smart Account to use.
	OutOfCompliance	<p>One or more endpoints are using more licenses than available in the Smart Account.</p> <p>For example, if there are six endpoints and you have purchased only five licenses, the Virtual Account/Smart Account is out of compliance.</p>

Renewing Authorization

While CPC automatically renews authorization every 30 days so that compliance status can be accurately reflected on the platform based on the latest entitlements from the Smart Account, the user can manually renew the authorization to ensure that it has the latest entitlement and usage.

Follow these steps to renew the authorization for using the license:

-
- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.
- Step 2** From the **Actions** menu, choose **Renew Authorization Now...**



Note The **Actions** menu will be available only after you register for license as explained in the [Smart License Registration](#) section.

After a few seconds a success message appears.

Renewing Registration

CPC registration to Cisco Smart Software Manager is valid for 365 days and CPC automatically renew its registration every 6 months. The user, however, has the option of renewing the registration in case there is an issue with the automatic registration renewal.

Follow these steps to renew registration for the license:

-
- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.

- Step 2** From the **Actions** menu, choose **Renew Registration Now...**



Note The **Actions** menu will be available only after you register for license as explained in the [Smart License Registration](#) section.

After a few seconds a success message appears.

Reregistering License

If your license has been expired, you can reregister for the license as follows:

- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.

- Step 2** From the **Actions** menu, choose **Reregister...**



Note The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

- Step 3** Follow the steps from [Step 3](#) written in the [Using the Product Instance Registration Token](#) section.

Deregistering License

If you no longer need to use the CPC solution and want to return the license back to the pool so other CPC product instances can use it, you can deregister from Cisco Smart Software Manager as follows:

- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.

- Step 2** From the **Actions** menu, choose **Deregister...**



Note The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

- Step 3** A confirmation message appears. Click the **Deregister** button to get the product deregistered.

After a few seconds a success message appears.

Downloading the Log File

The log file captures the detailed information of the license usage. If you encounter any issues in licensing, you can download the log file and share the same with the IT support for troubleshooting.

Follow these steps to download the log file:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Download TAC File**.



Note The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

The log file gets downloaded to your default directory.
