



Troubleshooting Licensing

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Troubleshooting Cisco Smart Software Licensing

This chapter explains various problems that may occur while using Cisco Smart Software Licensing in Unity connection with the resolution. To use Smart Licensing in Cisco Unity Connection, you must register the product with Cisco Smart Software Manager (CSSM) or Cisco Smart Software Manager satellite.

Following issues may occur while configuring or using Cisco Smart Software Licensing in Unity Connection:

- **Registration, Reregistration, Renew Authorization, Renew Registration or Deregistration Failed with "Communication Timeout - Will Reattempt Automatically" error message.**

If you get the "Communication Timeout - Will Reattempt Automatically" error message while performing the Registration, Reregistration, Renew Authorization, Renew Registration or Deregistration, verify the following:

- Make sure you have entered a valid URL or proxy server on Transport Settings window to communicate with CSSM or satellite.
- Make sure "Connection Smart License Manager Server" service is up and running.
- Make sure the CSSM server is reachable.

- **Registration or Reregistration Failed with "The Product Instance Registration Token you entered is invalid or has expired. Ensure that you have pasted the entire token and that the token has not expired." error message.**

If you get the "The Product Instance Registration Token you entered is invalid or has expired. Ensure that you have pasted the entire token and that the token has not expired." error message while registering or reregistering the Unity Connection with CSSM or satellite, verify the following:

- Make sure you have entered a valid token to register the product with CSSM or satellite.
- When you reregister the Unity Connection with CSSM or satellite using wrong or expired token, the reregistration failed and the previous state of the product is changed. In this case, a warning sign with "The last attempt to renew Smart Software Licensing registration failed for the following reason: The Product Instance Registration Token you entered is invalid or has expired. Ensure that you have pasted the entire token and that the token has not expired." error message appears in the

Registration Status and License Authorization Status field on the Licenses page of Cisco Unity Connection Administration.

To resolve this issue, you must perform the **Renew Registration Now** and **Renew Authorization Now** actions on the Licenses page to get back the Unity Connection in the previous state.

SpeechView Services are Not Working

If the SpeechView services are not working on Unity Connection, confirm whether the Unity Connection is registered with CSSM or satellite and the required licenses for SpeechView are obtained on Unity Connection.