



## Unified CCX Licenses

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From Unified CCX release 12.5(1), fresh install of Unified CCX supports only Smart Licensing. For more information on migrating to smart Licensing, see [Cisco Unified Contact Center Express Features Guide](#). If you are upgrading from releases prior to Unified CCX 12.5(1) and want to continue using Classic Licensing, see the following sections in the document.

The Unified CCX licenses are based on a string called the license MAC, which is different from the physical MAC address of a system. License MAC is dependent on the system parameters. A modification to any of the parameters can change license MAC, thereby invalidating current License files. The following are the parameters on which the validity of a license MAC depends:

- Time zone
- NTP server 1 (or none)
- NIC speed (or auto)
- Hostname
- IP Address
- IP Mask
- Gateway Address
- Primary DNS
- SMTP server
- Certificate Information (Organization, Unit, Location, State, Country)



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**Note** The Unified CCX Warm Standby license and all other licenses are node-locked to the License MAC address of the first node (typically the Database Publisher node) of a Unified CCX cluster. When a second node is added, the verification of a valid add-on Warm Standby license on the first node is performed. After the cluster is set up, the licenses are valid on both the nodes in a cluster.

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- [Obtain License MAC, on page 2](#)
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# Obtain License MAC

License MAC can be obtained in two ways—by using either the Command Line Interface or the Administrator Web interface.

## Obtaining License MAC using Command Line Interface

### Procedure

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- Step 1** Log in to the Unified CCX system CLI using Unified CCX Administrator credentials.
  - Step 2** Run **show status** command.  
Output of this command contains the license MAC.
  - Step 3** Use the license MAC to get the license from Cisco.  
Contact the Support team for any license inquiries at:  
[www.cisco.com/en/US/partner/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html)
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## Obtaining License MAC using Administrator Web Interface

### Procedure

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- Step 1** Login to the Unified CCX Administrator web interface using Unified CCX Administrator credentials.
  - Step 2** Click **System > License Management**.  
In the **License Management** page, by default **Classic Licensing** is selected.
  - Step 3** Click **Next**.
  - Step 4** Obtain the license MAC from the **View Licenses** section.
  - Step 5** Use the license MAC to obtain license from Cisco.
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# Upload Licenses

Software for all of the Unified CCX feature components are loaded on the system during installation. However, no feature is available for use unless a license for that feature is added and activated.

You can upload and display licenses using the License Information page. To upload a license, complete the following steps.

## Procedure

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**Step 1** From the Unified CCX Administration menu bar, choose **System > License Information > Add License(s)**.  
The License Information web page opens.

**Step 2** Specify a License file or click **Browse** to locate a file.

You can either specify a single file with a .lic extension or a .zip file containing multiple .lic files.

**Note** While you are upgrading from a previous release, if there are multiple licenses, zip all the .lic files into a single .zip file and then upload the zip file. If specifying a .zip file, ensure that all .lic files that need to be added are in the root of the .zip file and are not in subfolders in the .zip file.

**Step 3** Click **Upload**.

On successful upload of the license, you will see the following confirmation message in the status bar at the top of this web page: License has been uploaded successfully

If you upload an Add-on license to increase the existing licensed Outbound IVR ports, the following message will be displayed :

As the number of licensed Outbound IVR Ports have increased, please increase the number of ports in the Outbound Call Control Group to utilize all the licensed ports.

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