Unified CVP Licensing

License Plan

Unified CVP now supports Smart Licensing which is a flexible software licensing model that streamlines the way you activate and manage Cisco software licenses across your organization. For detailed feature overview on Smart Licensing, see *Administration Guide for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html.

All Unified CVP servers, including Unified CVP server and VoiceXML server, need to register with Cisco SSM. Unified CVP OAMP and CVP Reporting server do not need any licensing registration.

Upgrading from Classic License

After purchasing, the product licenses will be visible in your Smart Account. If you have a classic license, you will need to convert the PAKs to Smart Account. For more information on converting your classic license to Smart Account, see https://software.cisco.com/web/fw/softwareworkspace/smartlicensing/ssmcompiledhelps/c_conversion_settings.html.

Table 1: Unified CVP Components and the Required License

Unified CVP Component	Required License
Unified CVP Call Server/VXML Server	- Self Service Ports - Unified CVP Server license The licenses for the ports on the Unified CVP Call Server and the Unified CVP VXML Server. A Unified CVP VXML Server license is for the number of self-service ports plus queued sessions.
Unified CVP Reporting Server	No License is required for the Unified CVP Reporting Server.

Unified CVP Component	Required License
Unified CVP OAMP Server	No License is required for the Unified CVP OAMP Server.

Note   Whenever Unified CVP is installed or upgraded, the Web Service Manager certificate from Unified CVP Call Server/Unified CVP VXML Server needs to be imported into the keystore of the Unified CVP OAMP/PCCE Server.

For information on the detailed steps, see the *Unified CVP Security > Secure Communication between CVP and OAMP Server* section of the *Cisco CVP Configuration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Unified CVP Redundant Port

The Redundant Port supports a redundancy model in which one or more failover servers are available to take calls when the primary servers are unavailable.

For example, if a customer has purchased 1500 Self-Service ports, these ports can be used across devices or locations or servers. The customer is entitled to run only 1500 ports simultaneously. The total number of calls that receive queuing or self-service treatment cannot exceed 1500.