Migrating Licenses to Cisco Unity Express Virtual 10.0

This chapter describes the procedures to migrate the previous versions of Cisco Unity Express to Cisco Unity Express Virtual Release 10.0.

Migrate Cisco Software Licensing (CSL) to Cisco Smart Software Licensing

You must convert your CSL license to Cisco Smart license in order to use Cisco Unity Express Virtual 10.0.

This feature applies for any release up to 9.0.3 migrating to anything 9.0.5 onwards.

Perform the following steps to convert your CSL license to Cisco Smart license.

Step 1 Request for a Smart Account and a virtual account using the Cisco portal, http://www.cisco.com/go/smartlicensing. If you already have a Smart Account, proceed to step 2.

Step 2 Add your devices in your virtual account using the SRE or Cisco Unity Express Virtual product activation keys (PAKs) in the Product License Registration portal.

Step 3 Select the PAKs that you have added, and convert them to smart license entitlements.
You can view the licenses in your virtual account.

Migrate Cisco Unity Express 8.6.12 (SRE) to Cisco Unity Express Virtual 10.0

Perform the following steps to migrate Cisco Unity Express 8.6.12 (SRE) to Cisco Unity Express Virtual 10.0.

Step 1 Back up your Cisco Unity Express 8.6.12 configurations.

Step 2 Install the Cisco Unity Express Virtual 10.0 on ISR 4000 series KVM container or Cisco UCS or UCS E-series server modules.

Step 3 Smart Licensing is enabled by default. If you need to use IVR feature, enable IVR license using **license activate ivr sessions** CLI.

Step 4 Ensure that both Cisco Unity Express 8.6.12 (SRE) and Cisco Unity Express Virtual 10.0. has same hostname, and then restore the backup to the newly installed Cisco Unity Express.

Step 5 Once the Cisco Unity Express Virtual 10.0 reboots, the system comes up in INIT mode. Configure the IP address and default gateway address, and save the configuration.

Step 6 Smart agent is enabled by default. The Cisco Unity Express enters an evaluation period of 90 days, as there are active mailboxes or IVR sessions in the Cisco Unity Express backup. After the evaluation period expires, the Cisco Unity Express stops functioning normally.

Step 7 Log in to your Smart Account in Cisco Smart Software Manager, and generate a token ID.

Step 8 Register your Cisco Unity Express product instance using the token ID.

Step 9 Once the Cisco Unity Express product instance is registered and authorized, the voicemail and IVR count gets updated in the Cisco licensing portal.

> **Note** If the device exceeds the number of purchased licenses, then the license goes out of compliance, but the Cisco Unity Express continues to function normally. You must purchase more licenses or limit the number of voicemail or IVR sessions.

> **Note** If you are on Cisco Unity Express Release 8.6.1, you must first upgrade it to version 8.12.1. After upgrading to Cisco Unity Express Release 8.12.1, take a backup and upgrade to Cisco Unity Express Release 10.0.

Migrate Cisco Unity Express Virtual 9.0.x to Cisco Unity Express Virtual 10.0

Perform the following steps to migrate Cisco Unity Express Virtual 9.0.x to Cisco Unity Express Virtual 10.0.

Step 1 Back up your Cisco Unity Express Virtual 9.0.x configurations.

Step 2 Uninstall the Cisco Unity Express Virtual 9.0.x.

Step 3 Reinstall and configure the Cisco Unity Express Virtual 10.0 on Cisco UCS or UCS E-series server modules. For ISR 4000 series KVM containers, use **virtual-service upgrade** CLI command to upgrade the Cisco Unity Express Virtual from version 9.0.x to 10.0.

Step 4 Restore the backup to the newly installed Cisco Unity Express.

Step 5 Smart agent is enabled by default. The Cisco Unity Express enters an evaluation period of 90 days. After the evaluation period expires, register the product instance with the CSSM, otherwise Cisco Unity Express stops functioning normally.

Step 6 Log in to your Smart Account in Cisco Smart Software Manager, and generate a token ID.

Step 7 Register your Cisco Unity Express product instance using the token ID.

Step 8   Once the Cisco Unity Express product instance is registered and authorized, the voicemail and IVR count gets updated in the Cisco Licensing portal.

Note   If the device exceeds the number of purchased licenses, then the license goes out of compliance, but Cisco Unity Express continues to function normally. You must purchase more licenses or limit the number of voicemail or IVR sessions.