



Upgrading or Downgrading the Cisco Unity Express License in the Same Version

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This chapter describes how to change the license size for Cisco Unity Express systems without changing the version. The procedures in this chapter apply if you are upgrading to a license with support for more mailboxes, downgrading to a license with support for fewer mailboxes, or changing your Interactive Voice Response (IVR) license.

This procedure is a *clean* installation, which uses the software installer in the application. The clean installation permits the system to remain operational while the new software files are downloaded in the background. You must back up and restore your configuration files. You need only an FTP server for the installation.

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New License System

For Cisco Unity Express 7.1, you must use licenses based on the new licensing system, which is called Cisco Software Licensing (CSL). With CSL licenses, the mailbox license count includes both personal mailboxes and GDMs. The type of the mailbox is determined when it is configured. Also, the call-agent is no longer specified using licenses and can be configured either as part of post-install process or during bootup.

CSL licensing is explained further in this guide and in [Software Activation of Cisco Unity Express 7.1](#).

Installation Sequence

Install licenses in the following order:

1. Mailbox licenses
2. Voice Port licenses
3. IVR licenses

Mailbox Licenses

If you are changing to a smaller mailbox license, verify that you have reduced the number of configured mailboxes correspondingly before downloading the new license. For example, if you are downgrading from a 50 mailbox license to a 10 mailbox license, ensure that your system does not have more than 10 configured mailboxes. If you have more than 10 mailboxes, delete the superfluous mailboxes before downgrading the license.

Voice Port Licenses

Devices ordered with CSL licenses will come with some number of voice port licenses pre-installed. The number varies by platform. On some platforms, you can add additional voice port licenses in increments of two voice ports for each license. See the [Release Notes for Cisco Unity Express 7.1](#) for the number of voice ports supported for a given device.

Installing or removing an incremental license will fail if the resulting number of voice ports is more than the number of IVR sessions for which you have licenses plus two (2).

Interactive Voice Response Licenses

If you are installing Interactive Voice Response (IVR), make sure that the IVR license is compatible with your platform and with your Cisco Unified Communications Manager system. See the [Release Notes for Cisco Unity Express 7.1](#).

Task List

Changing your license requires the following sequence of activities:

Table 10 Task List for Upgrading or Downgrading the Cisco Unity Express License

Checklist	Checkoff
<p>1. Determine which license SKU(s) you are currently using. Select from the following list or use the show commands as described in Software Activation of Cisco Unity Express 7.1.</p> <p>Note If you require Interactive Voice Response (IVR), you must purchase an additional license specifically for this purpose.</p>	
<p>Mailbox Licenses</p> <ul style="list-style-type: none"> • FL-CUE-MBX-5 • FL-CUE-NR-MBX-5 	<input type="checkbox"/>
<p>Voice Port Licenses</p> <ul style="list-style-type: none"> • FL-CUE-PORT-2 • FL-CUE-NR-PORT-2 	<input type="checkbox"/>
<p>Interactive Voice Response Licenses</p> <ul style="list-style-type: none"> • FL-CUE-IVR-2 • FL-CUE-NR-IVR-2 	<input type="checkbox"/>
<p>2. Save the current configuration.</p>	<input type="checkbox"/>
<p>3. Download and install the new CSL license file(s) as described in Software Activation of Cisco Unity Express 7.1.</p>	<input type="checkbox"/>
<p>4. Run the initialization wizard. See the Cisco Unity Express 7.1 GUI Administrator Guide.</p>	<input type="checkbox"/>

Changing Your IVR License

You can upgrade, downgrade, or remove your IVR license. For more information, see [Software Activation of Cisco Unity Express 7.1](#).

Changing Your TimecardView License

You can upgrade, downgrade, or remove your TimeCardView license. For more information, see [Software Activation of Cisco Unity Express 7.1](#).

What to Do Next

- Enter the **show license status application voicemail** command to display the voicemail license status.

```
se-10-0-0-0# show license status application voicemail
voicemail enabled: 6 ports, 2 sessions, 5 mailboxes
```

- Enter the **show license status application ivr** command to display the IVR license status.

```
se-10-0-0-0# show license status application ivr
ivr enabled, 4 sessions
```

- Enter the **show license status application timecardview** command to display the timecardview license status.

```
se-10-0-0-0# show license status application timecardview
tcv enabled: 4 users
```

- Enter the **show software license** command to display the voice port licenses on the system and to display the number of ports available in the field “Total usable system ports”.

If you have not yet reloaded the system with the new license, the old license information appears.

```
se-1-100-50-125> show software licenses
Installed license files:
- voicemail_lic.sig : 100 MAILBOX LICENSE
- ivr_lic.sig : 2 PORT IVR BASE LICENSE
- port_lic.sig : 8 PORT BASE LICENSE

Core:
- Application mode: CCME
- Total usable system ports: 24

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 18000
- Default # of general delivery mailboxes: 20
- Default # of personal mailboxes: 100

- Max # of configurable mailboxes: 120

Interactive Voice Response:
- Max # of IVR sessions: 2

Languages:
- Max installed languages: 5
- Max enabled languages: 5
```