Configurazione del modello UCCX Smart Licensing-Direct

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Introduzione

Questo documento descrive la configurazione di Contact Center Express per abilitare le licenze intelligenti.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

Cisco Unified Contact Center Express (UCCX) release 12.5

Componenti usati

Cisco Unified Contact Center Express (UCCX) release 12.5

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Premesse

Panoramica sulle licenze Smart

Cisco Smart Software Licensing è un nuovo modo di concepire le licenze. Semplifica l'esperienza di gestione delle licenze a livello aziendale e semplifica l'acquisto, l'installazione, il monitoraggio e il rinnovo del software Cisco. Fornisce visibilità sulla proprietà e sul consumo delle licenze tramite un'unica e semplice interfaccia utente.



Se si effettua un ordine su Cisco Commerce e l'ordine è associato allo smart account, queste informazioni vengono popolate su Smart Software Manager, che risiede sul sito Web di cisco. A questo punto si dispone di una visualizzazione completa degli articoli ordinati e acquistati.

Il prodotto per il quale sono abilitate le licenze intelligenti (tramite CLI o GUI) è registrato nel CSSM. L'utilizzo delle licenze viene quindi segnalato al CSSM.

Tipi di distribuzione

Esistono due modelli per segnalare l'utilizzo:

Modello diretto: utilizzare questo modello negli ambienti in cui i dispositivi possono comunicare direttamente a Internet o connettersi a Internet tramite un proxy HTTPS. La comunicazione con il CSM avviene tramite HTTPS, quindi tutto il traffico viene crittografato nel trasporto. Se il traffico viene inviato tramite un proxy HTTPS o un gateway di trasporto, tutte le comunicazioni tra i dispositivi e il modulo CSM verranno incanalate tramite una posizione centralizzata se è

necessario applicare policy di ispezione o sicurezza aggiuntive.

Modello di distribuzione mediata: utilizzare questo modello in reti in cui i dispositivi non hanno alcun formato per la connessione a Internet e pertanto non possono raggiungere il modulo CSM. Questo modello di distribuzione richiede l'installazione di una macchina virtuale satellite CSM nella sede, che sarà quindi raggiungibile da tutti gli host interni. Il satellite in sede può essere installato in una modalità connessa che si sincronizza con CSM ogni mese, ogni settimana o può essere installato in una configurazione totalmente disconnessa che richiede il caricamento manuale dei file e il download per mantenere sincronizzato il satellite. Si consiglia di eseguire una sincronizzazione almeno ogni 30 giorni.

Configurazione

Configurazioni

Connessione diretta

Nella pagina di amministrazione di UCCX, selezionare Sistema > Licenze > Gestione licenze > Impostazione trasporto, selezionare l'opzione di connessione diretta e selezionare l'opzione di connessione di prova. Una volta che la connessione di prova è stata selezionata correttamente l'opzione di salvataggio.

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System Parameters		
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Custom File Configuration	Is in a contraction period and we explicit in the days. Register with a rotative mature at the entities.	
Standalone CUIC Configuration	configured. This is required to recover your system in case of failure.Please refer to <u>Backup Device Configuration page</u> .	
License Management		
Language Information		
Logout		
I rights reserved		
nis product contains cryptographic tea sitributors and users are responsible f summary of U.S. laws governing Cisc you require further assistance please	ures and is subject to unled states and local county laws governing import, export, transier and use. Derivery of Clacc cryptographic products does not imply third-party authority to compliance will U.S. and local county laws. By using this product you agree to comply with aplicable laws and regulations. If you are unable to comply with U.S. and local laws, re o cryptographic products may be found at http://www.cisco.com/wwl/export/crypto/loc/istoro.html .	import, export, dissibute or use encryption. Importers, export eturn this product immediately.
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Transport Settings

State	JS
1	Ready
Confi Home	gure how the product will communicate with Cisco. Note that this setting is shared with Smart Call e, so any changes made here will apply to other features using this service.
۲	Direct - product communicates directly with Cisco's licensing servers.
	URL: "https://tools.cisco.com/its/service/oddce/services/DDCEService"
0	Transport gateway - proxy data via Transport Gateway or Cisco SSM On-Prem
	URL: https://onprem.cisco.com/Transportgateway/services/Devic
0	HTTP/HTTPS proxy - send data via an intermediate HTTP or HTTPS proxy
	Host Name:
	Port:
Test	Connection Successful Save Cancel

Generazione token di autenticazione

- 1. Accedere a <u>https://software.cisco.com/</u> con il proprio nome utente e password.
- 2. Selezionare Inventory in Smart Software Licensing
- 3. Seleziona nuovo token
- 4. Immettere la descrizione, la scadenza dopo e i numeri di utilizzo
- 5. Selezionare l'opzione Crea token

6. Copia il token generato

Virtual Ac	ount: UCCX_TAC 👻	
General	Licenses Product Instances Event Log	
Local Vi	Jail Account	
Defa	I Local Virtual Account: No	
Product	istance Registration Tokens	
The regist configure	ion tokens below can be used to register new product instances to this Local Virtual Account. For products which support Smart Transport you must configure the "license smart ut" on the product to use the Smart Transport Registration URL. For legacy products which still use Smart Call Home, you must settination address http" on the product to use the Smart Call Home Registration URL. The recommended method is Smart Transport. Please consult your Products Configuration Guide for setting the desination URL value.	
New T	en	

Create Registration Token

This dialog will generate the token required to register your product instances with your Alpha Account.

Virtual Account	UCCX_TAC
Description	UCCX
Expire After	30 Days
	Enter the value between 1 and 365, but Cisco recommends a maximum of 30 days
Max. Number of Uses	5
	The token will be expired when either the expiration or the maximum uses is reached
Allow export-controlled function	mality on the products registered with this token ()



NTU5ODM5MDktMWEwOS00NjNjLThhNWEtMGI1MjY0MzEzYTBhLT E2NTA1MDU0%0ANTU0MzB8VVM5OXU4cFpUaU9jRUtWTVdtaUpL N3N6U0F4M2RZUmdTY0pOMCtx%0Ab0NMRT0%3D%0A

Press ctrl + c to copy selected text to clipboard

Registrazione con lo smart account

- 1. Selezionare l'opzione di registrazione in Gestione licenze smart
- 2. Incolla il token di registrazione copiato
- 3. Selezionare l'opzione di registrazione Smart License Management

Status	
Ready	
In License Type Details	
Current License Type: Flex To change the License type <u>click here</u>	
In License Control	
Overage Allowance can be Enabled/Disabled during Registration.	
Your system is currently in Evaluation mode. To register your system with Cisco Smart Licensing: Ensure that your system has access to Internet or Cisco SSM On-Prem. If you are using Cisco SSM On-Prem. you may have to edit Smart Call Home configuration settings. Login to Smart account in Cisco SSM On-Prem. Navigate to the virtual account containing the licenses to be used by your Product Instance. Generate a Product Instance Registration Token (to identify your smart account) and copy or save it. Return to this page, click the Register button and use the Product Instance Registration Token to register the product. Transport Settings	
Smart License Details	
Registration Status 🛆 Unregistered Actions	~
Authorization Status 🛕 Evaluation Mode (89 days remaining)	
Smart Account Name -	
Vitual Account Name -	
Serial Number 8817e50171e7	
Export-Controlled Functionality Not Allowed	

×

Cancel

Create Token

Smart Licensing Product Registration



- Ensure that you have connectivity to the ORC specified in your smart call Home settings. By default this requires internet access. See the online help for registering to a Cisco SSM On-Prem.
- To register the product instance, copy the Product Instance Registration Token generated from <u>Cisco SSM</u> or your Cisco SSM On-Prem.

Product Ins	tance	Regist	ration	Token
-------------	-------	--------	--------	-------

NTU5ODM5MDktMWEwOS00NjNjLThhNWEtMGI1MjY0MzEzYTBhLTE2NTA1MDU0 %0ANTU0MzB8VVM5OXU4cFpUaU9jRUtWTVdtaUpLN3N6U0F4M2RZUmdTY0pOf Ctx%0Ab0NMRT0%3D%0A	Ň
4	

Reregister this product instance if it is already registered

urrent License Type:	Flex
verage Allowance:	Enable Olisable
	Number of Standard Seats*
	Number of Premium Seats*

Difetto noto: <u>CSCwa92591</u> Smart Licensing "Errore di invio comunicazione" dovuto all'aggiornamento del certificato

Verifica

Lo stato della registrazione nella pagina di gestione delle licenze smart passa da "non registrato" a "registrato" e lo stato dell'autorizzazione passa da "Modalità di valutazione" a "Autorizzato".

Risoluzione dei problemi

- 1. Per l'installazione diretta è necessario aprire la porta 80 e 443 sul firewall
- 2. Raccogliere i log admin e daemon di visualizzazione del cluster con il livello lib_license predefinito per ulteriori operazioni di risoluzione dei problemi
- 3. Per il calcolo della licenza, abilitare LIB_LICENSE e SS _RM a livello di debug per il motore

CCX.

4. Il servizio Cisco Unified CCX Cluster View Daemon nella pagina Serviceability deve essere INSERVICE