

Configure and Troubleshoot CVP Smart License on PCCE 12.5

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Introduction

This document describes how to configure and upload Smart License with Packaged Contact Center Enterprise (PCCE) 12.5 and Customer Voice Portal (CVP) 12.5.

Prerequisites

- PCCE 12.5
- CVP 12.5

Requirements

Cisco recommends that you have knowledge of these topics:

- PCCE 12.5
- CVP 12.5
- PCCE Single Pane of Glass (SPOG)

Components Used

The information in this document is based on these software and hardware versions:

- PCCE 12.5
- CVP 12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

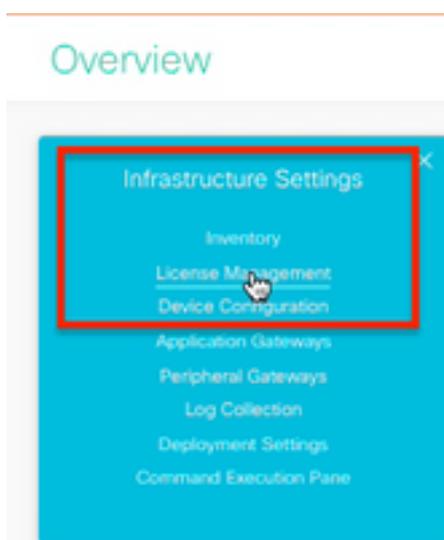
Background Information

Cisco Smart Software Licensing is a flexible software licensing model that streamlines the way you activate and manage Cisco software licenses across your organization. PCCE 12.5 requires Smart Licenses. Additionally CVP 12.5 when integrated with PCCE 12.5 also needs smart licenses uploaded via PCCE SPOG.

Smart License for PCCE 12.5

Steps to register Smart License in PCCE 12.5 :

1. Log in to SPOG. In Overview, Select Infrastructure Settings and then Select License Management , as shown in the image;



2. Check the Transport Settings to ensure this product instance can communicate with Cisco. For this document HTTP/HTTPS Proxy is used. Ensure appropriate values are added and then select Save.



Transport Settings ✕

Configure how the product instance will communicate with Cisco. Note that this setting is shared with Smart Call Home, so any changes made here will apply to other features using this service.

Direct - Product communicates directly with Cisco's Licensing servers

URL

Transport Gateway - Proxy Gateway via Transport Gateway or Cisco Smart Software Manager

URL

HTTP/HTTPS Proxy - Send data via intermediate HTTP or HTTPS proxy

Hostname / IP Address* Port*

3. Based on the subscription of the smart account please select the appropriate option under "License Type". For document " Flex license" is selected. Ensure appropriate selection and select Save.

Select License Type ✕

Flex License Perpetual License

4. For Registration a token is needed. At this stage there must be a smart account ready for log in to [Cisco Software Central](#) .

5. Select "Smart Software Licensing".



License

Traditional Licensing

Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing

Track and manage Smart Software Licenses.

Enterprise Agreements

Generate and manage licenses from Enterprise Agreements.

View My Consumption

View all my customers based on smart accounts

6. Select Inventory and next select your appropriate Virtual Account.

Cisco Software Central > Smart Software Licensing

Smart Software Licensing

Alerts **Inventory** Convert to Smart Licensing | Reports | Preferences | On-Prem Accounts | Activity

Virtual Account: [Redacted]

General

Licenses

Product Instances

Event Log

7. In order to generate a token, select General. Then select New Token, enter the details, select Create Token. select Action and then select Copy, to copy the token.

Smart Software Licensing

Virtual Account: EFT_PCCE

General Licenses Product Instances

Virtual Account

Description:

Default Virtual Account: No

Product Instance Registration Tokens

The registration tokens below can be used to register new products.

New Token...

Create Registration Token

This will create a token that is used to register product instances, so that they can use licenses from this virtual account. Once it's created, go to the Smart Licensing configuration for your products and enter the token, to register them with this virtual account.

Virtual Account: [Redacted]

Description: [Text Field]

Expire After: [Text Field] Days

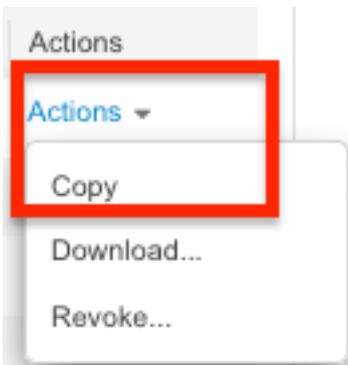
Between 1 - 255, 30 days recommended

Max. Number of Uses: [Text Field]

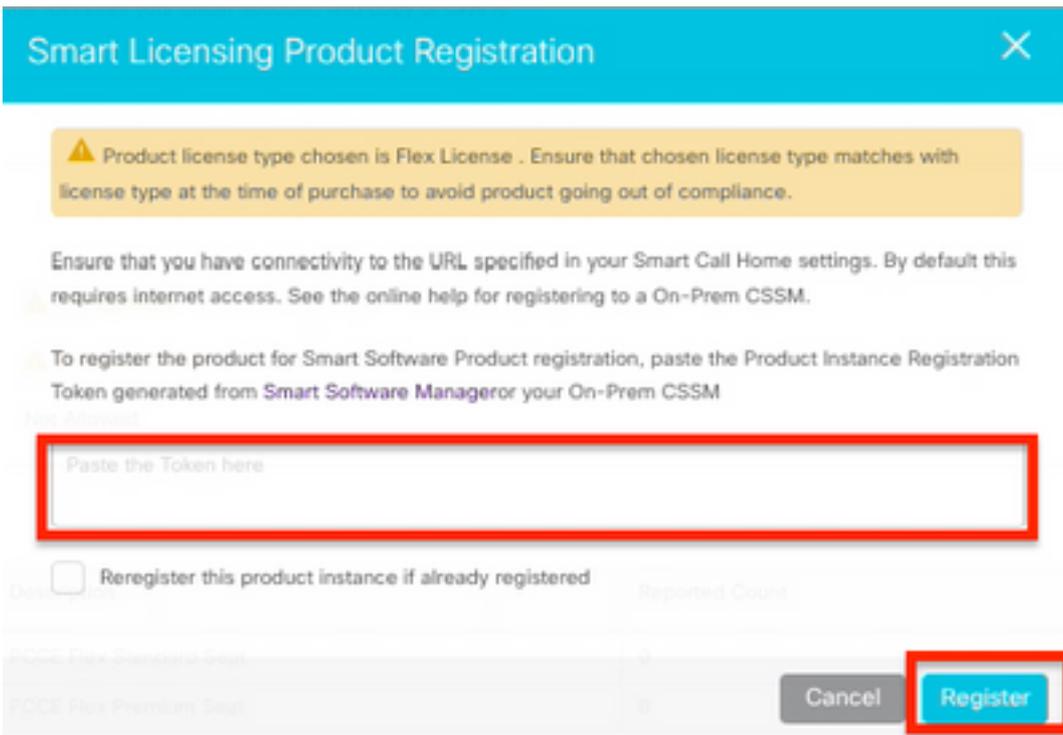
The token will be expired when either the expiration or the maximum uses is reached.

Allow expert-controlled functionality on the products registered with this token.

Create Token Cancel



8. On SPOG \ License Management , select Register and enter the token to Smart Licensing Product Registration and select Register.



9. Notice the Registration Status as "Registered" and License Authorization Status as "Authorized".

Smart Licensing Status

Registration Status: ✔ Registered

License Authorization Status: ✔ Authorized

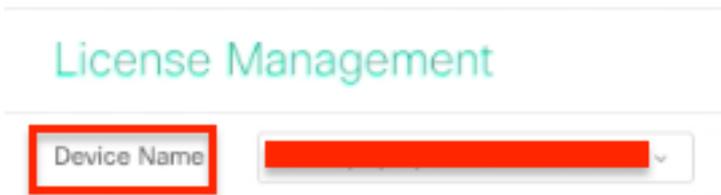
Smart Licenses for CVP 12.5 When Integrated With PCCE 12.5

CVP 12.5 with PCCE 12.5 does not have Operation, Administration, Maintenance and Provisioning page (OAMP) ; so in version 12.5 the smart licenses for CVP are also registered in PCCE SPOG.Steps to register CVP 12.5 smart license:

1. In SPOG \ License Management , select CVP , as shown in the image.



2. Under Device Name select the CVP node.



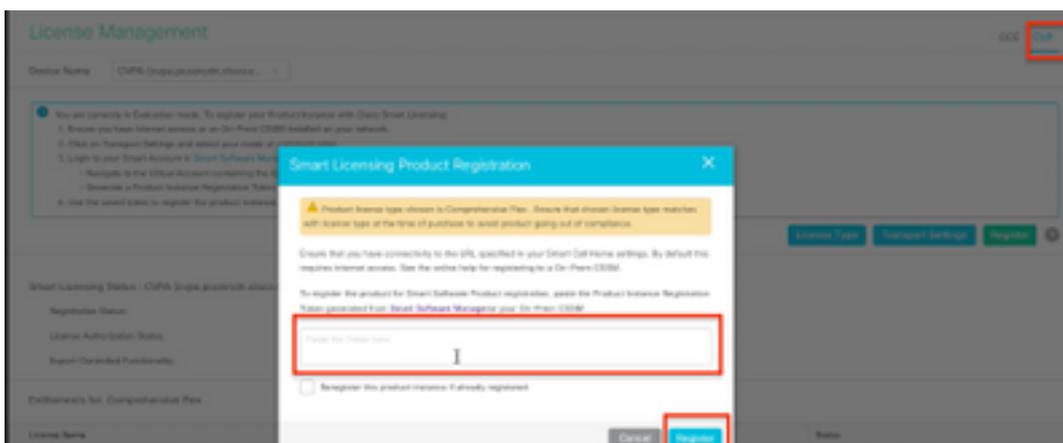
Note: In case you see error " The requested page cannot be displayed.Contact the System Administrator if the problem persists." Ensure to upload certificate of respective CVP nodes in AW. If you use self-signed certificates refer to [Exchange Self-Signed Certificates in a PCCE Solution.](#)

3. Check the Transport Settings to ensure this product instance can communicate with Cisco. For this document HTTP/HTTPS Proxy is used. Ensure appropriate values are added and then select Save.

4. Ensure License Type is set to appropriate selection based on your smart account registration . For this document "Comprehensive Flex" option is used.

5. Copy the token that was generated from [Cisco Software Center.](#)

6. On **SPOG \ License Management\ "CVP"** , select Register and enter the token to Smart Licensing Product Registration and select Register.



7. Notice the Registration Status as "Registered" and License Authorization Status as "Authorized".



Verify

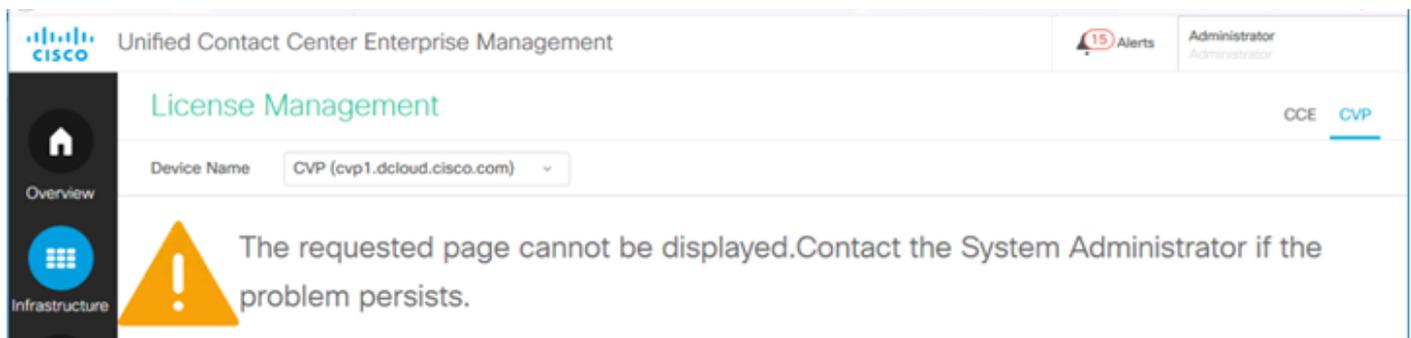
There is currently no verification procedure available for this configuration.

Troubleshoot

There are several scenarios where Smart License registration fails. Here are some of the most common scenarios and how to troubleshoot them.

Certificates

As specified above when you log in to SPOG, and in SPOG \ License Management , select CVP, then select the CVP node and you see this error, as shown in the image.



This is an indication that the self-signed certificates have not been exchanged between the AW server and the CVP server or the CA signed certificates have not been implemented. Follow this document to implement CA signed certificates [PCCE CA Signed](#) or If you use self-signed certificates refer to [Exchange Self-Signed Certificates in a PCCE Solution](#).

Token Failure

When in SPOG \ License Management , you select Register and enter the token to Smart Licensing Product Registration and then click on Register, and you see this error:

Error occurred Error executing LcsClient#identityCert(Map)

This is an indication that multiple license registration attempts were made which causes some license entries to be blocked. Before you attempt to clear the license entries, confirm the problem.

Step 1. Navigate to **C:\cisco\cvp\logs\wsm**

Step 2. Open the latest Smart License logs: smartAgent.XXXX. Where XXXX is the date

Step 3. Search for "authorizationFailedReason=Data and signature do not match".

Step 4. If you find that signature error in the file, this indicates that the license entries are blocked and needs to be cleared.

Here is a snippet of a log file with the issue.

```
cvpSmartLicenseInfo:XXXXXXXXX.rest.bean.CvpSmartLicenseInfo@53413eed[smartLicenseInfoId=<null>,smartLicenseServerId=<null>,smartAccountName=<null>,virtualAccountName=<null>,productInstanceName=<null>,authorizationExpires=2021-01-19T16:43:29, authorizationFailedReason=Data and signature do not match, daysLeftInEvaluationMode=84, daysLeftInOutOfCompliance=<null>, outOfComplianceCount=<null>, outOfComplianceTime=, evaluationExpiredTime=<null>, exportControlledAllow=true, isAuthorizationFailed=false, isRegistrationFailed=false, lastAuthorizationAttempt=2020-10-23T16:05:46, lastRenewalAttempt=2020-10-23T16:20:02, nextAuthorizationAttempt=2020-11-20T16:48:29, nextRenewalAttempt=2021-01-09T16:27:16, registrationExpires=2021-07-13T16:22:04, registrationFailedReason=Error executing LcsClient#identityCert(Map), cssmAuthorizationStatus=4, cssmRegistrationStatus=2, overageDays=<null>, overageDaysUpdatedTime=, inEnforcement=false] [id:7500]
```

To clear the license entries follow these steps.

Note: These steps need to be performed during off hours as you need to stop the Call Server and WSM services.

- Step 1. Navigate to **C:\Cisco\CVP\conf** and take a back up of **.sltruststore** folder.
- Step 2. Delete the files in that folder.
- Step 3. Start Call Server and WSM services.
- Step 4. Try to register the Smart License one more time.