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.



ransport	Settings	×
Configure ho Smart Call He	w the product instance will communicate with Cisco. Note that this setting is ome, so any changes made here will apply to other features using this service	shared with e.
Direct - I	Product communicates directly with Cisco's Licensing servers	
URL	https://tools.cisco.com/its/service/oddce/services/DDCEService	
Transpor	t Gateway - Proxy Gateway via Transport Gateway or Cisco Smart Software I	Manager
Transpor URL	t Gateway - Proxy Gateway via Transport Gateway or Cisco Smart Software I	Manager
URL	t Gateway - Proxy Gateway via Transport Gateway or Cisco Smart Software I	Manager
Transpor URL HTTP/HT Hostnar	t Gateway - Proxy Gateway via Transport Gateway or Cisco Smart Software 1	Manager

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	
	Cancel	Save

4. For Registration a token is needed. At this stage there must be a smart account ready for log in to <u>Cisco Software Central</u>.

5. Select "Smart Software Licensing".



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 Inven	Convert	o Smart Licensing Re	ports Preference	ces On-Prem Accounts Activity
Virtual Acc	ount:			
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				Foodback Support Help
Asits Inventory Convertio SmartDoorsing Report	Create Registration	Token		0 ×
Virtual Account: EFT_PCCE *	This will moste a token that is a the Smart Licensing configurat	steffts register product i an for year products and	starces, so that they can use formes from this virtual acc enter the token, to register them with this virtual account.	surt.Once it's created, go to
General Literass Product Instances	What Account	-		
	Description :	Description		
Virtual Account	· Expire After:	-	Dwys	
Description:		Between 1 - 245, 2	0 days recontranded	
Delast What Access No	Max. Number of Uses:	_		
Product Instance Registration Tokens The regativities bitters below car be used to register new pr	🗧 Altan aspañ-astistad I	The loken will be explored when either the exploritor or the maximum associal mached ded functionality on the products registrated with this taken. $\textcircled{0}$		
New Token				Ne Sken

Actions	
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Download	- 1
Revoke	

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

Smart Licensing Product Registration		×
A Product license type chosen is Flex License . Ensure the license type at the time of purchase to avoid product going	at chosen license type r out of compliance.	matches with
Ensure that you have connectivity to the URL specified in you requires internet access. See the online help for registering To register the product for Smart Software Product registrat Token generated from Smart Software Manageror your On-F	ar Smart Call Home setti to a On-Prem CSSM. ion, paste the Product In Prem CSSM	ngs. By default this
Paste the Token here		
Reregister this product instance if already registered		
	Car	Panietar

9. Notice the Registration Status as "Registered" and License Authorization Status as "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 <u>Exchange Self-Signed Certificates in a</u> <u>PCCE Solution.</u>

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.

License Management		
Delta Nare (DPA (repayment) shees, -		
Non-are converting in Execution: much. To register year for 1. Social processors between access or and the None CHM 1. Chan are Seenaged Settings and animal processors of the CHM of the Settings of Animal Processors of the Setting of the Settings of Animal Processors of the Setting of the Settings of Animal Processors of the Setting of the Settin	atur Facence etti Gene Smot Unening 11 estattari uz pur antonik 11 estattari uz pur antonik	
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A that the second same to report the product relation	Product learner type of many to Competitionalian Time. Similare literate learner type matches with learner type at the time of purchase to avoid product going out of compliance.	Constant Description Date: 0
	Evene that you have connected to the URL specified is your Datast California actings. By default this requires interval access, Saw He while field for requiresingle a Dr. Perry (2020).	
Brian Leanung Barlus - CAM (sopa poseruit anno Negeliette Barlus	To implier the product for Stratt Software Product implication, annie for Product Instance Registration Status parameter From Innat Software Managemer poor Tim Prior (2004)	
Lonna Autoristic Rosa Report Caracteria Francisco	Trade to State law	
Enterests for Corportenies Res	Interpreter tits predicat instance Eutrophy registered	
Literas Rena	Cenar Departure	

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 commons 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 <u>PCCE CA Signed</u> or If you use self-signed certificates refer to <u>Exchange Self-Signed Certificates in a PCCE Solution</u>.

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>,s
martLicenseServerId=<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>,outOfC omplianceTime=,evaluationExpiredTime=<null>,exportControlledAllow=true,isAuthorizationFailed=fal se,isRegistrationFailed=false,lastAuthorizationAttempt=2020-10-

23T16:05:46,lastRenewalAttempt= 2020-10-23T16:20:02,nextAuthorizationAttempt= 2020-11-23T16:20:02,nextAuthorizationAttempt= 2020-11-23T16:20:02,nextAuthorizationAttempt=

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.