

Troubleshoot CVP Smart License Registration Error

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Introduction

This document describes how to troubleshoot when an error is received when registering Cisco Customer Voice Portal with Smart Licensing.

Prerequisites

Requirements

Cisco recommends that you have knowledge on these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Customer Voice Portal (CVP)
- Cisco Smart Software Manager
- Basic Understanding of Security Certificates
- Smart Licensing

Components Used

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

- UCCE Version 12.6.1
- CVP Version 12.6

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

The issue appears when trying to register the device with the Smart Licensing server.

License Management

i You are currently in Evaluation mode. To register your Product Instance with Cisco Smart Licensing:

1. Ensure you have Internet access or an On-Prem CSSM installed on your network.
2. Click on Transport Settings and select your mode of communication.
3. Login to your Smart Account in [Smart Software Manager](#)
 - Navigate to the Virtual Account containing the licenses to be used by this product instance.
 - Generate a Product Instance Registration Token (this identifies your smart account) and copy or save it.
4. Use the saved token to register the product instance.

[License Type](#) [Transport Settings](#) [Register](#) **?**

Smart Licensing Status

Registration Status: **▲ Unregistered**

License Authorization Status: **▲ Evaluation Mode** (69 days remaining)

Export-Controlled Functionality: **Not Allowed**

Server Not Registered

After clicking the **Register** button, the Error message "Communication send error" is received.

Smart Licensing Product Registration [X]

✖ Error occurred
Communication send error.

▲ Product license type chosen is Perpetual License . Ensure that chosen license type matches with license type at the time of purchase to avoid product going out of compliance.

Ensure that you have connectivity to the URL specified in your Smart Call Home settings. By default this requires internet access. See the online help for registering to a On-Prem CSSM.

To register the product for Smart Software Product registration, paste the Product Instance Registration Token generated from [Smart Software Manager](#) or your On-Prem CSSM

[Input field]

[Cancel](#) [Register](#)

Smart Licensing Registration Error Message

Troubleshooting

Per the error, one of the steps is to confirm that there is communication to the URL that is specified in the

Smart Call Home settings.

Other areas to look into:

- Verify that the Call home address is correct. You can review a sample of the configuration on this video [UCCE 12.5 Smart License Registration](#).
- Confirm network access to tools.cisco.com.
- Verify that port 443 TCP is not being blocked.

Log Collection

Once configuration and network has been cleared. Proceed to collect these logs to isolate the issue:

- Smart Agent

Path to collect the trace is **Cisco\CVP\logs\WSM\SmartAgent.<timestamp>**

- Tomcat logs (Collect the CCBU text files)

Path to collect the trace is **Cisco\ICM\Tomcat\logs**

- PCAP while trying to **Register**

Log Analysis

For log analysis starting with the SmartAgent logs we see that there is an SSL exception when trying to establish the connection:

```
- 0000005990: 10.10.20.21: Feb 21 2023 14:44:28.793 -0500: %_ajp-nio-127.0.0.1-8009-exec-1-6-  
com.cisco.ccbu.smartagentmanager.SmartAgentManager: Registering product  
- 0000005991: 10.10.20.21: Feb 21 2023 14:44:30.325 -0500: %_Thread-26-3-trustpool_log:  
CertificateException  
sun.security.validator.ValidatorException: PKIX path building failed:  
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to  
requested target  
- 0000005992: 10.10.20.21: Feb 21 2023 14:44:30.325 -0500: %_Thread-26-3-event_msg_sender_log: SSL  
exception javax.net.ssl.SSLHandshakeException: site is not trusted
```

Then, failed to send the request is seen:

```
- 0000006000: 10.10.20.21: Feb 21 2023 14:44:30.325 -0500: %_Thread-26-3-  
com.cisco.nesla.agent.impl.AsyncRequestProcessor: failed to send request / process response:  
SmartAgentMessageReg  
- 0000006001: 10.10.20.21: Feb 21 2023 14:44:30.325 -0500: %_Thread-26-3-  
com.cisco.nesla.agent.impl.AsyncRequestProcessor: Reason: Communication send error.
```

From the Logger a Certificate issue is identified:

```
- 0000007553: 10.10.20.21: Feb 21 2023 14:44:30.512 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-1-3-  
REST_API_EXCEPTION: %[exception=com.sun.jersey.api.client.ClientHandlerException:  
javax.net.ssl.SSLHandshakeException: No trusted certificate found][message_string=Failed to make  
request. Exception is caught for rest call: GET  
https://:443/unifiedconfig/config/smartlicense/sync/smartlicenseserver ]: The REST API has caught an  
exception
```


- LoggerA
- CVP Call Server

For this workaround there is a waiting period of 24 hours, or 1 hour after the next download attempt, whichever comes first.

Workaround 2

If opening Port 80 is not an option, download manually the Certificate file from [here](#), copy the content to the required smart agent directory and wait up to 24 hours.

Workaround 3

Download the file "QuoVadis_IdenTrust_Migration.zip" from the location:

[https://software.cisco.com/download/home/268439622/type/284420243/release/12.6\(1\)](https://software.cisco.com/download/home/268439622/type/284420243/release/12.6(1))

Apply the fix as per the next steps:

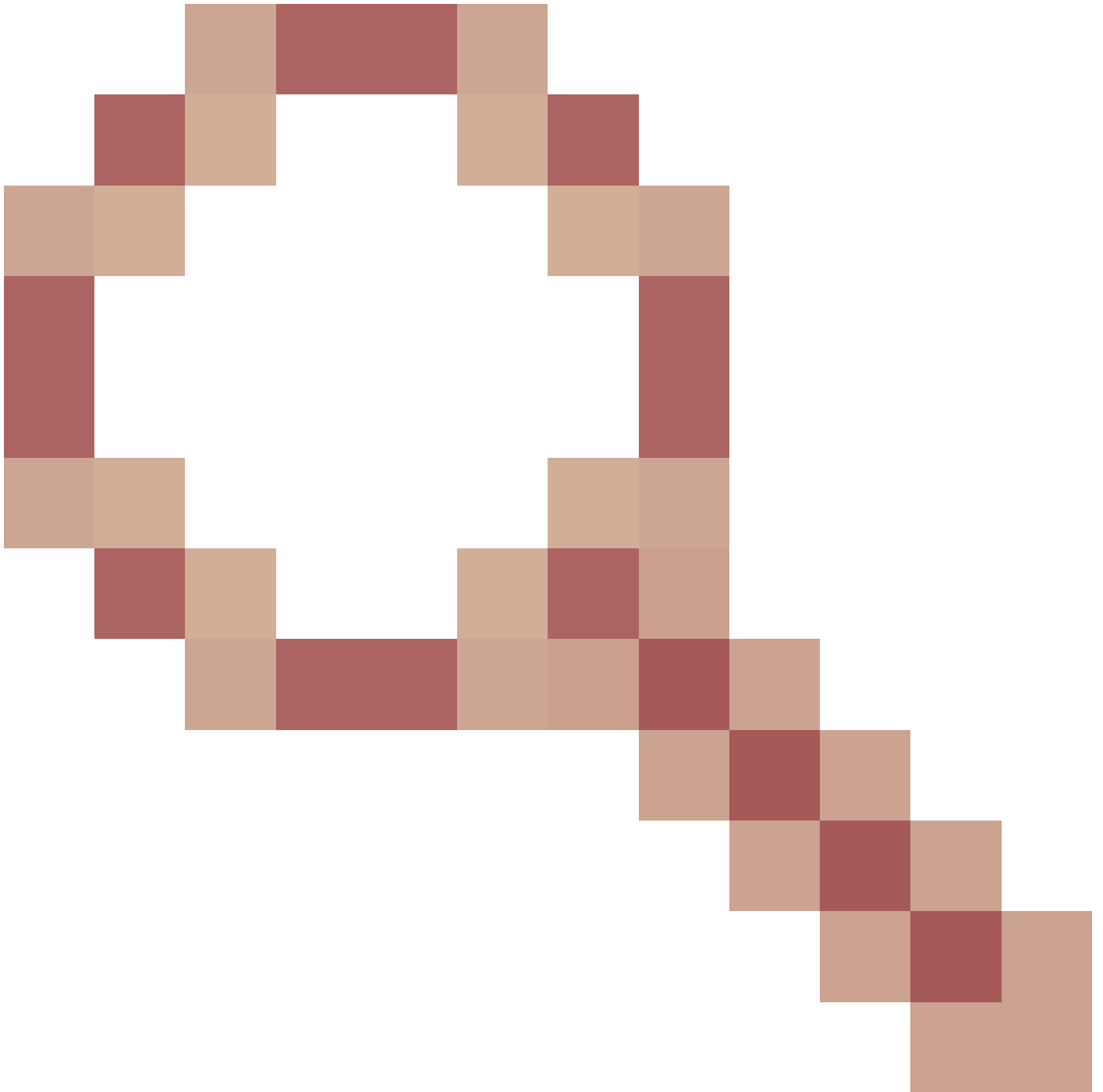
CVP Call server:

1. Perform a back up of the folder <cvp_install_drive>:\Cisco\CVP\conf\sltruststore\
2. Stop the service "Cisco CVP WebServicesManager (WSM)".
3. Remove the file "call_home_ca" present in the path "<cvp_install_drive>:\Cisco\CVP\conf\sltruststore\
<cvp_install_drive>:\Cisco\CVP\conf\sltruststore\"
4. Copy the downloaded file "call_home_ca" and place it in the path
5. Start the service "Cisco CVP WebServicesManager (WSM)" and wait for 5 minutes
6. After this, attempt the "Renew Authorization" process for Smart Licensing

Related Information

[How to Configure Smart License on UCCE 12.5](#)

[Cisco bug ID CSCwb04933](#)



- CVP: Smart License - Registration & Authorization fails with "Communication send error"