

Configure UCCX Smart Licensing-Direct Model

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Introduction

This document describes the configuration on the Contact centre express to enable smart licensing.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Cisco Unified Contact Center Express (UCCX) Release 12.5

Components Used

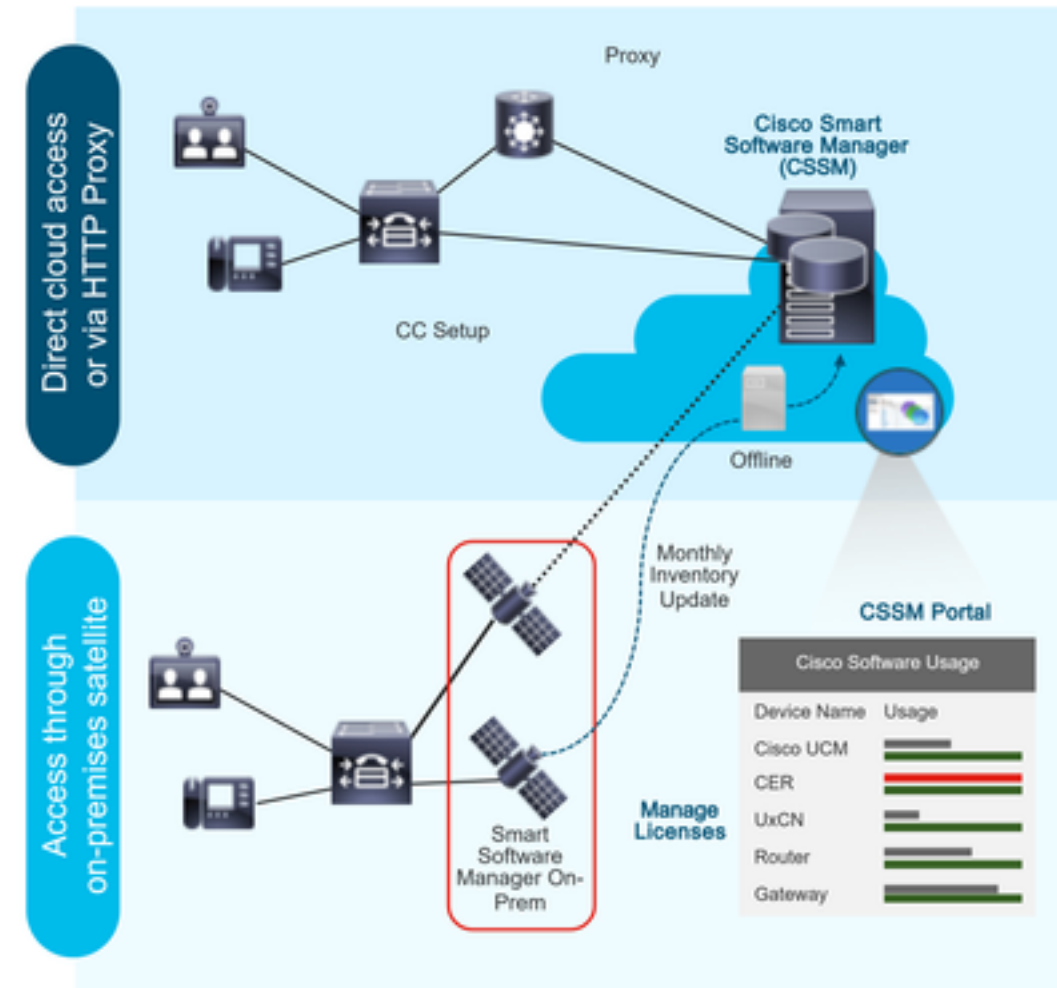
Cisco Unified Contact Center Express (UCCX) Release 12.5

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

Overview of Smart licensing

Cisco Smart Software Licensing is a new way to think about licensing. It simplifies the licensing experience across the enterprise and makes it easier to purchase, deploy, track and renew Cisco Software. It provides visibility into license ownership and consumption through a single, simple user interface.



You place an order on Cisco Commerce and the order is associated with the smart account, this information is populated on Smart Software Manager, which resides on cisco website. Now you have a complete view on what you have ordered and purchased.

The product that has smart licensing enabled (via CLI or GUI), is registered to CSSM, they report license consumption to CSSM.

Types of deployment

Two models exist to report the usage:

Direct Model - Use this model in the environments where devices can communicate directly to the Internet or can connect to the Internet via an HTTPS proxy. Communication to CSSM is via HTTPS, therefore all traffic is encrypted in transport. If traffic is sent through an HTTPS proxy or transport gateway, all communications between devices and CSSM is channeled through a centralized location if additional inspection or security policies need to be applied.

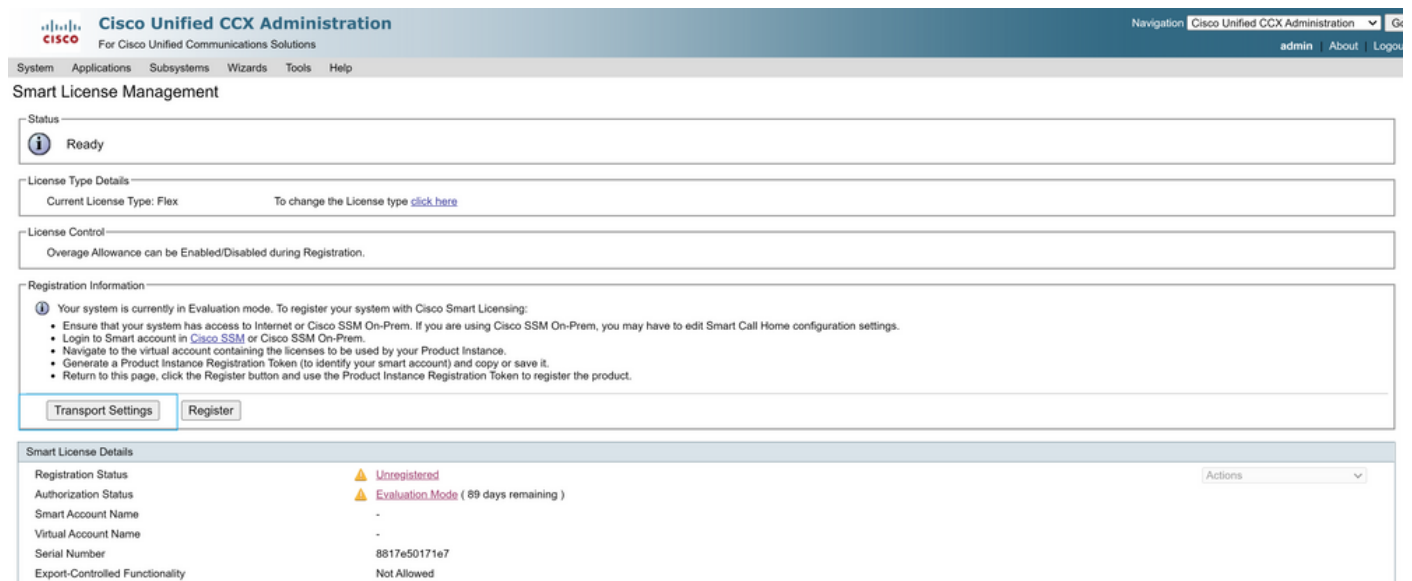
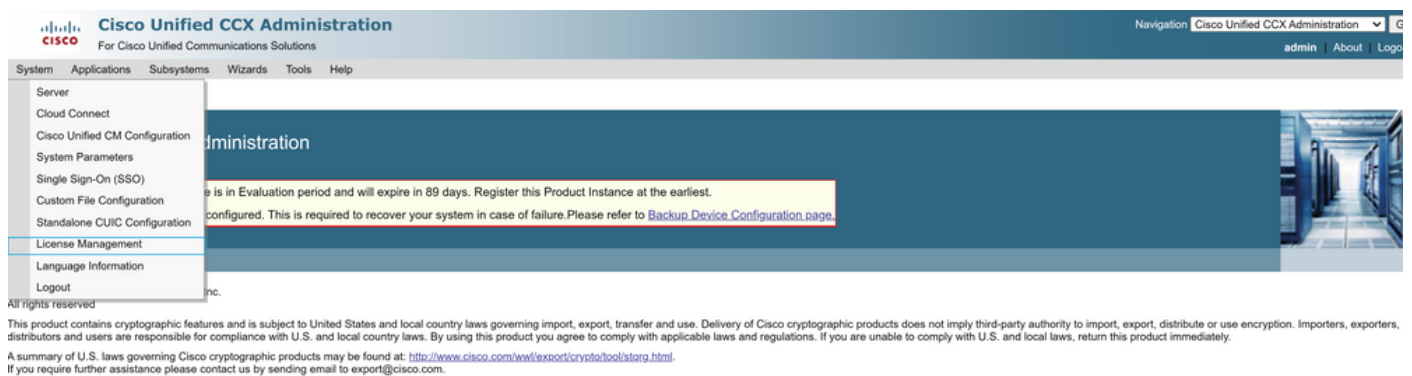
Mediated Deployment Model - Use this model in networks where devices do not have any form to connect to the Internet and therefore cannot reach CSSM. This deployment model requires that a you to install a CSSM satellite virtual machine on the the premises which is then reachable by all internal hosts. The on-premise satellite can be deployed in a connected mode that synchronizes with CSSM monthly, weekly, or can be deployed in a totally disconnected configuration which requires manual file uploads and downloads to keep the satellite in sync. The recommendation is to do a sync at least every 30 days.

Configure

Configurations


Direct connection

Under the UCCX admin page, navigate to System > Licensing > License Management >Transport setting select the direct connection option and select the test connection option. Once the test connection has been successfully select the save option.



Transport Settings

Status

 Ready

Configure how the product 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: "https://tools.cisco.com/its/service/oddce/services/DDCEService"
- Transport gateway** - proxy data via Transport Gateway or Cisco SSM On-Prem
URL:
- HTTP/HTTPS proxy** - send data via an intermediate HTTP or HTTPS proxy
Host Name:
Port:

 Successful

Authentication token generation

1. Login to <https://software.cisco.com/> with your username and password.
2. Select Inventory under Smart Software Licensing
3. Select new token
4. Enter description, expire after and numbers of use
5. Select the create token option
6. Copy the generated token

Virtual Account: UCCX_TAC ▾

General Licenses Product Instances Event Log

Local Virtual Account

Description

Default Local Virtual Account: No

Product Instance Registration Tokens

The registration 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 url" on the product to use the [Smart Transport Registration URL](#). For legacy products which still use Smart Call Home, you must configure "destination 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 destination URL value.

Create Registration Token



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

Virtual Account	UCCX_TAC
Description	<input type="text" value="UCCX"/>
Expire After	<input type="text" value="30"/> Days <i>Enter the value between 1 and 365, but Cisco recommends a maximum of 30 days</i>
Max. Number of Uses	<input type="text" value="5"/> <i>The token will be expired when either the expiration or the maximum uses is reached</i>

Allow export-controlled functionality on the products registered with this token

Create Token

Cancel

Registration Token



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

Press ctrl + c to copy selected text to clipboard

Registration with smart account

1. Select the register option in smart licensing management
2. Paste the copied registration token
3. Select the register option

Smart License Management

Status	Ready																		
License Type Details	Current License Type: Flex To change the License type click here																		
License Control	Overage Allowance can be Enabled/Disabled during Registration.																		
Registration Information	Your system is currently in Evaluation mode. To register your system with Cisco Smart Licensing: <ul style="list-style-type: none">• 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 or 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.																		
	<input type="button" value="Transport Settings"/> <input type="button" value="Register"/>																		
Smart License Details	<table><tr><td>Registration Status</td><td> Unregistered</td><td>Actions</td></tr><tr><td>Authorization Status</td><td> Evaluation Mode (89 days remaining)</td><td></td></tr><tr><td>Smart Account Name</td><td>-</td><td></td></tr><tr><td>Virtual Account Name</td><td>-</td><td></td></tr><tr><td>Serial Number</td><td>8817e50171e7</td><td></td></tr><tr><td>Export-Controlled Functionality</td><td>Not Allowed</td><td></td></tr></table>	Registration Status	Unregistered	Actions	Authorization Status	Evaluation Mode (89 days remaining)		Smart Account Name	-		Virtual Account Name	-		Serial Number	8817e50171e7		Export-Controlled Functionality	Not Allowed	
Registration Status	Unregistered	Actions																	
Authorization Status	Evaluation Mode (89 days remaining)																		
Smart Account Name	-																		
Virtual Account Name	-																		
Serial Number	8817e50171e7																		
Export-Controlled Functionality	Not Allowed																		

Smart Licensing Product Registration

Status

 Ready

- 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 Cisco SSM On-Prem.
- To register the product instance, copy the Product Instance Registration Token generated from [Cisco SSM](#) or your Cisco SSM On-Prem.

Product Instance Registration Token

```
NTU5ODM5MDktMWEwOS00NjNjLThhNWetMGI1MjY0MzEzYTBlTE2NTA1MDU0
%0ANTU0MzB8VVM5OXU4cFpUaU9jRUtWTvdtUpLN3N6U0F4M2RZUmdTY0pOM
Cbc%0Ab0NMRT0%3D%0A]
```

Reregister this product instance if it is already registered

License Control

Current License Type: Flex

Overage Allowance: Enable Disable

Number of Standard Seats*

Number of Premium Seats*

 * - indicates required item.

Known defect: [CSCwa92591](#) Smart Licensing "Communication send error" due to certificate update

Verify

The registration status on smart licensing management page changes from "unregistered" to "registered" and the authorization status changes from "Evaluation mode" to "Authorized".

Troubleshoot

1. For direct deployment port 80 and 443 needs to be opened on the firewall
2. Collect the cluster view daemon and admin logs with the default lib_license level for further troubleshooting
3. For license computation enable LIB_LICENSE and SS_RM to debugging level for CCX

engine.

4. Cisco Unified CCX Cluster View Daemon service under Serviceability page must be INSERVICE