



## Unified CVP Licensing

- [License Plan, on page 1](#)
- [Specific License Reservation, on page 2](#)
- [Unified CVP Redundant Port, on page 3](#)

### License Plan

Unified CVP now supports Smart Licensing which is a flexible software licensing model that streamlines the way you activate and manage Cisco software licenses across your organization. For detailed feature overview on Smart Licensing, see *Administration Guide for Cisco Unified Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>.

All Unified CVP servers, including Unified CVP server and VoiceXML server, need to register with Cisco SSM. Unified CVP OAMP and CVP Reporting server do not need any licensing registration.

#### Upgrading from Classic License

After purchasing, the product licenses will be visible in your Smart Account. If you have a classic license, you will need to convert the PAKs to Smart Account. For more information on converting your classic license to Smart Account, see [https://software.cisco.com/web/fw/softwareworkspace/smartlicensing/ssmcompiledhelps/c\\_conversion\\_settings.html](https://software.cisco.com/web/fw/softwareworkspace/smartlicensing/ssmcompiledhelps/c_conversion_settings.html).

**Table 1: Unified CVP Components and the Required License**

Unified CVP Component	Required License
Unified CVP Call Server/VXML Server	<ul style="list-style-type: none"><li>• Self Service Ports</li><li>• Unified CVP Server license</li></ul> <p>The licenses for the ports on the Unified CVP Call Server and the Unified CVP VXML Server. A Unified CVP VXML Server license is for the number of self-service ports plus queued sessions.</p>
Unified CVP Reporting Server	No License is required for the Unified CVP Reporting Server.

Unified CVP Component	Required License
Unified CVP OAMP Server	No License is required for the Unified CVP OAMP Server.



**Note** Whenever Unified CVP is installed or upgraded, the Web Service Manager certificate from Unified CVP Call Server/Unified CVP VXML Server needs to be imported into the keystore of the Unified CVP OAMP/PCCE Server.

For information on the detailed steps, see the *Unified CVP Security > Secure Communication between CVP and OAMP Server* section of the *Cisco CVP Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

## Specific License Reservation

Devices (product instances of Unified CVP) that register with Smart Licensing have to share the license information with Cisco Smart Software Manager (Cisco SSM) at regular intervals. Your deployments that cannot periodically share license utilization data with Cisco SSM or due to regulatory reasons can use the Specific License Reservation feature. Cisco offers license reservation as an on-request configuration for such product instances.

You can reserve licenses (including add-on licenses) for your product instance on Cisco SSM. Specific License Reservation is enabled through the option **License Management** in the Unified CVP NOAMP portal.



**Note** The reserved licenses require no renewal or reauthorization unless there is a license usage change on the device. License reservation provides limited functionality to certain Smart Licensing features such as transfer of licenses between products, license usage, and asset management.

The Specific License Reservation (SLR) feature does not offer the following benefits that are available as part of the Smart Licensing feature:

- Dynamic movement of license consumption between products
- Real-time license usage visibility and asset management
- Simplified product registration

Before uninstalling Cisco Unified Customer Voice Portal 12.6(2) to base versions 12.6(1) or 12.5(1), always make sure to return the license reservation if registered with SLR.

For more information, refer to the *Smart Licensing* section in the *Administration Guide for Cisco Unified Customer Voice Portal 12.6(2)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

## Unified CVP Redundant Port

The Redundant Port supports a redundancy model in which one or more failover servers are available to take calls when the primary servers are unavailable.

For example, if a customer has purchased 1500 Self-Service ports, these ports can be used across devices or locations or servers. The customer is entitled to run only 1500 ports simultaneously. The total number of calls that receive queuing or self-service treatment cannot exceed 1500.



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**Note** For all Microapp-based applications (except GS Microapp), when the VXML/IVR ports usage exceeds the system capacity, the call gets disconnected gracefully. The GS Microapp puts the call on hold until license is available.

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