

# Configure Smart License Specific License Reservation

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## Introduction

This document describes the configuration of Specific License Reservation (SLR) features which are introduced in CVP and UCCE version 12.6.2.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Customer Voice Portal (CVP)

### Components Used

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

- CVP Noamp
- UCCE - Single Pane of Glass (SPOG)
- CSSM (Cisco Smart Software Manager)

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.

## Configure

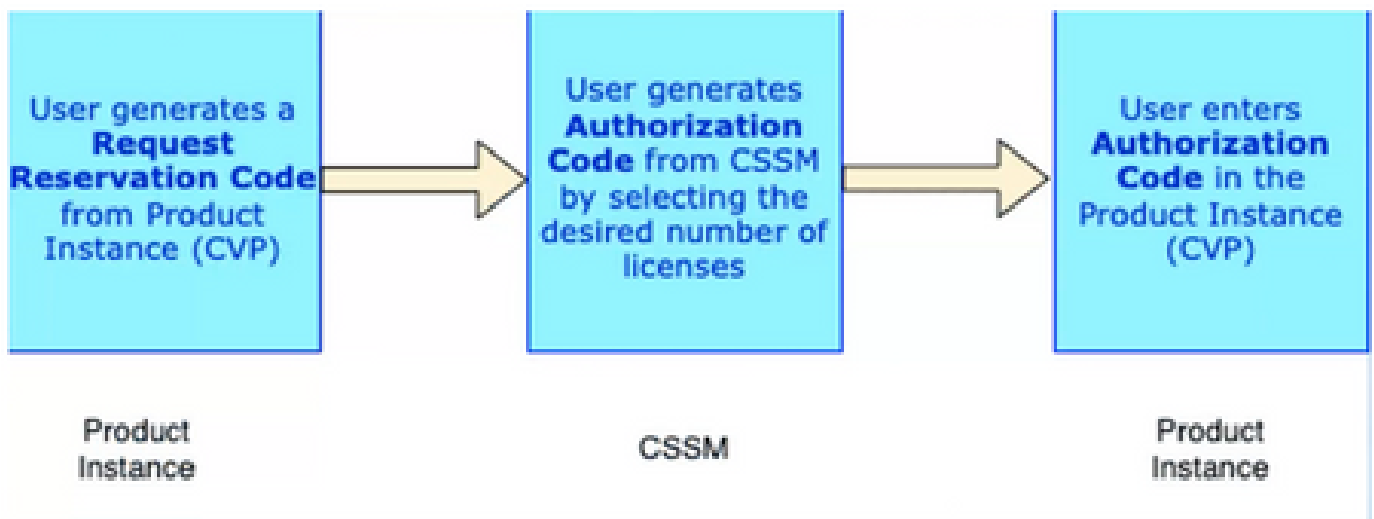
SLR

- Allows you to reserve the licenses from the virtual account, tie them to the UDI of the device, and then use the device with the reserve licenses in the disconnected mode.
- SLR Feature is for highly secure networks and other devices that cannot or do not connect to Cisco.
- Devices that are registered with smart license share device information at regular intervals with Cisco Smart Software Manager (CSSM).
- Cisco offers license reservation as on-request configuration for these devices.

## Network Diagram

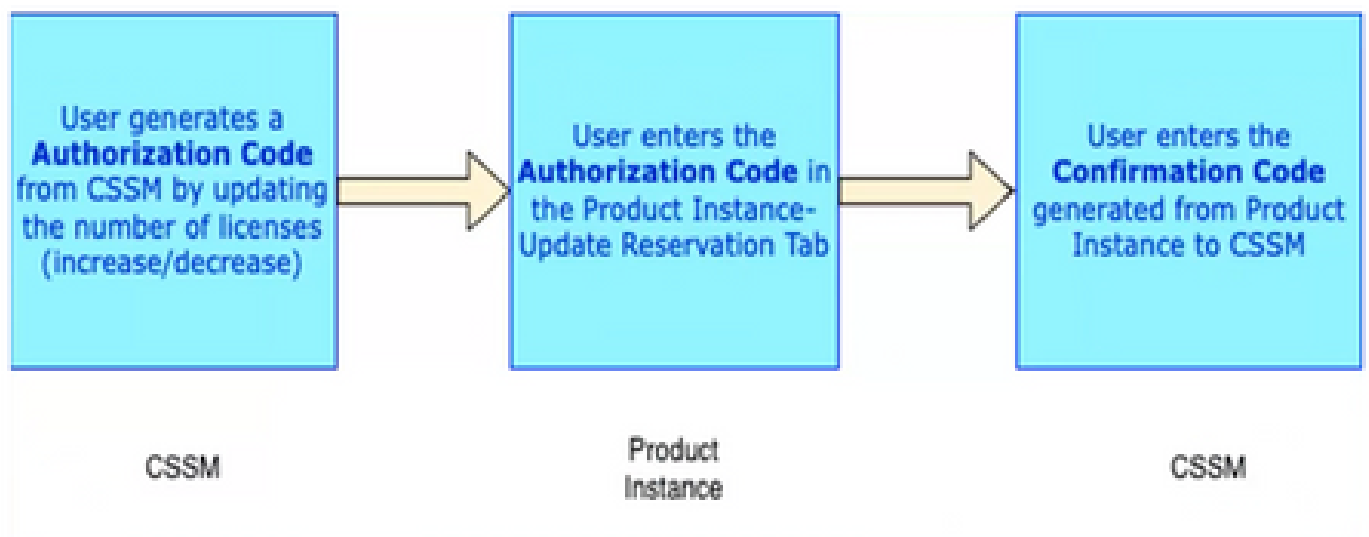
License Reserve Flow

### License Reserve Flow

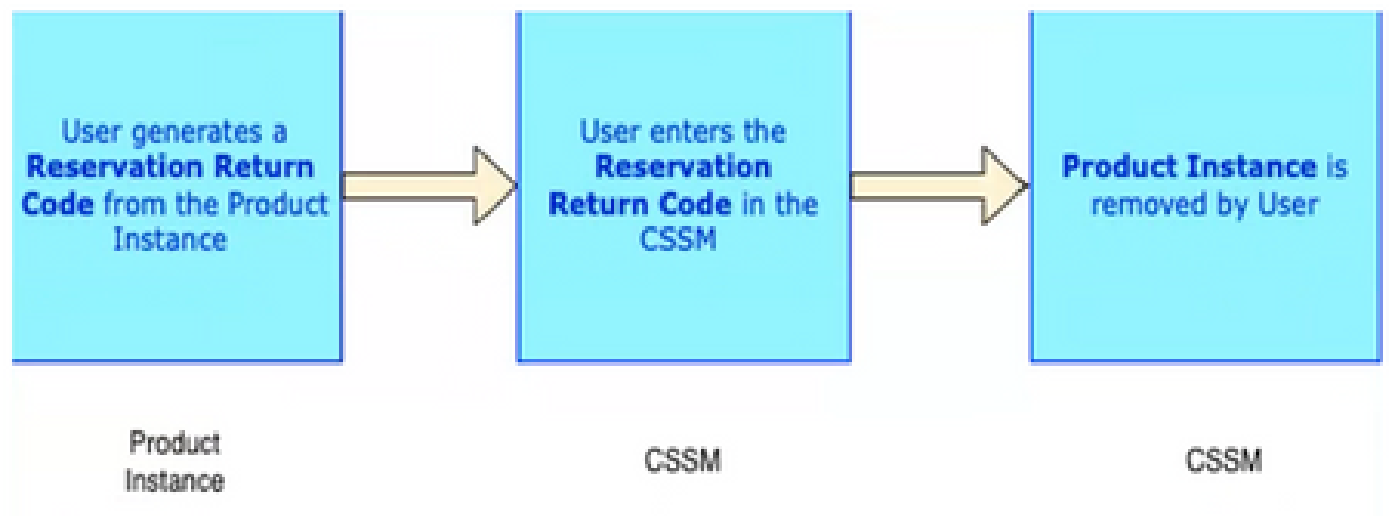


Update License Flow (SLR Only)

### Update License Flow (SLR Only)



## Return License Flow



## Procedure

### Specific License Reservation (SLR)

Step 1: To configure Specific License Reservation (SLR) on CVP 12.6.2, Log in to **CVP Noamp**, navigate to **License Management > License Settings**.

Step 2: Click **Enable Reservation** check box and then click **Save** button.

## Select License Settings



**Enable Reservation**

**License Type:**

Flex

Perpetual

**Usage Mode:**

Production

Non-Production

**Deployment Type:**

Comprehensive

Standalone

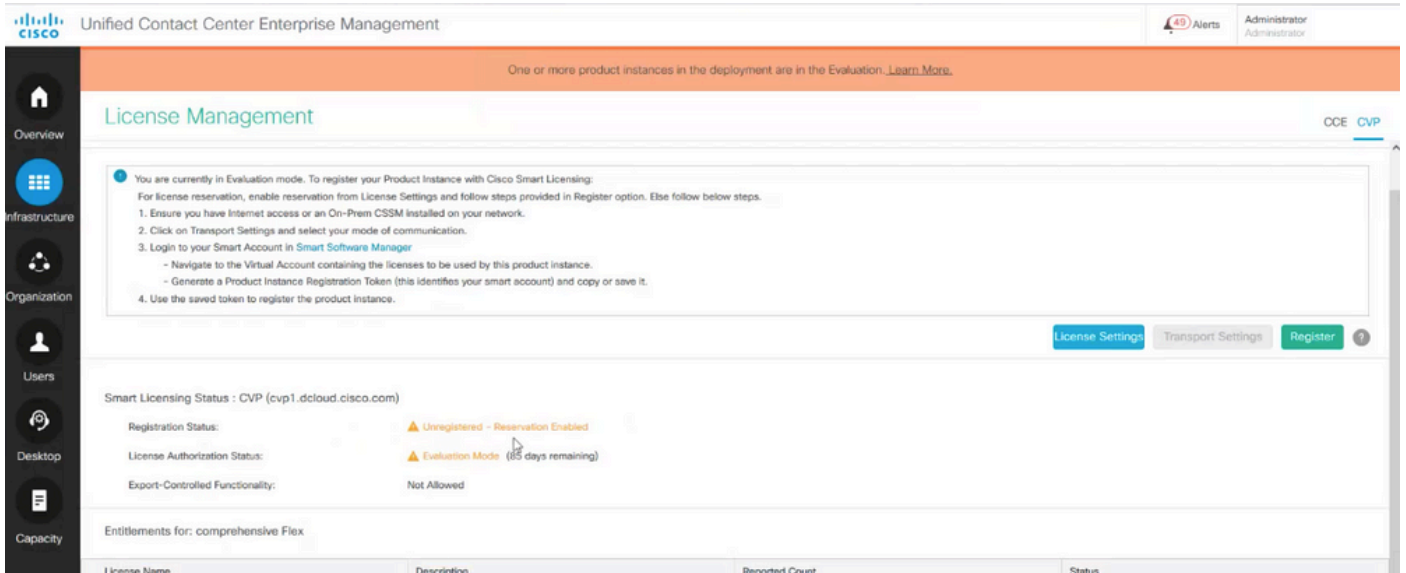
Call Director

HCS

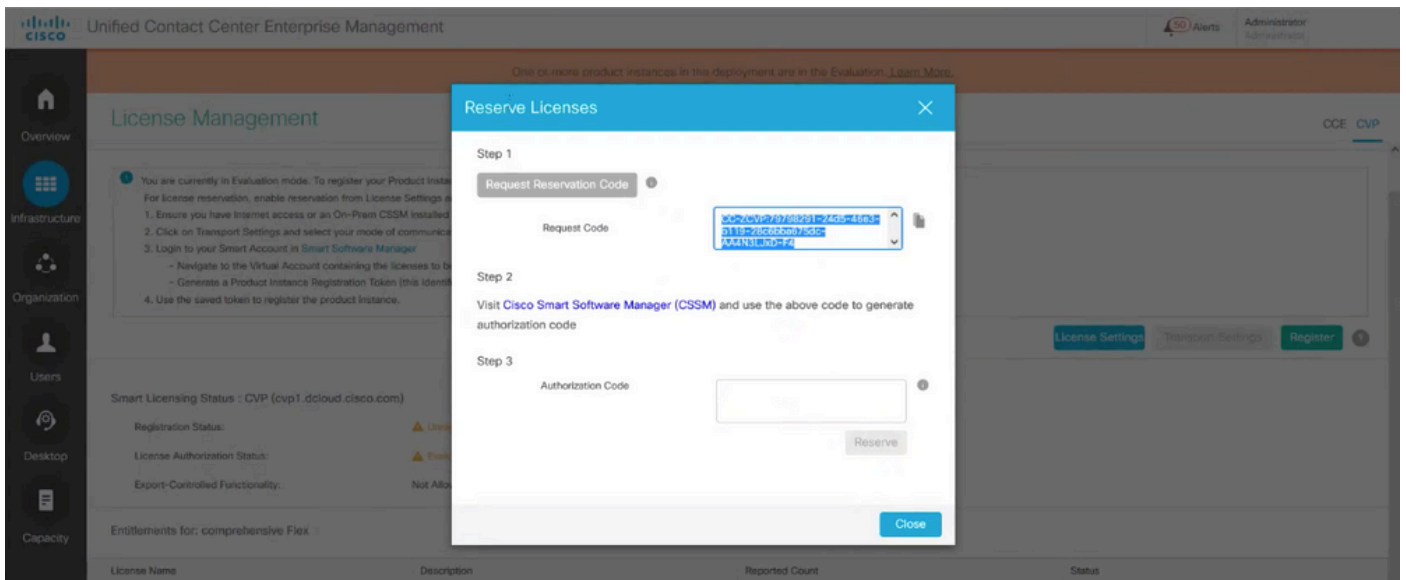
Cancel

Save

Step 3: Registration Status is **Unregistered** – **Reservation Enabled**.



Step 4: Click **Register**, and under Reserve Licenses window, click **Request Reservation Code**. It generates a Request Code. Copy this Request code and Log in to **Cisco Smart Software Manager (CSSM)**, and paste this Request code on CSSM portal to generate the Authorization Code for SLR.



Step 5: Navigate to **CSSM portal**. Click **License Reservation** tab.

Cisco Software Central > Smart Software Licensing

Virtual Account: CCX and CVP

General Licenses Product Instances Event Log

Manage License Tags License Reservation... Show License Transactions

License	Billing	Available to Use	In Use	Substitution	Balance	Alerts	Actions
CC Enterprise Dialer Port 12.5	Prepaid	12047	40 (40 Reserved)	-	+12007		Actions
CC Enterprise Dialer Port NPS 12.5	Prepaid	12000	0	-	+12000		Actions
CC Enterprise Flex Premium Seat 12.5	Prepaid	900	50 (50 Reserved)	-	+850		Actions
CC Enterprise Flex Standard Seat 12.5	Prepaid	36000	40 (40 Reserved)	-	+35960		Actions
CC Enterprise Media Kit 12.5	Prepaid	11947	40 (40 Reserved)	-	+11907		Actions
CC Enterprise Media Kit NPS 12.5	Prepaid	12000	0	-	+12000		Actions

Step 6: Paste the Request code in **Reservation Request code** window and click **Next**.

Smart License Reservation

STEP 1 Enter Request Code

STEP 2 Select Licenses

STEP 3 Review and Confirm

STEP 4 Authorization Code

You can reserve licenses for product instances that cannot connect to the Internet for security reasons. You will begin by generating a Reservation Request Code from the product instance. To learn how to generate this code, see the configuration guide for the product being licensed.

Once you have generated the code:

- 1) Enter the Reservation Request Code below
- 2) Select the licenses to be reserved
- 3) Generate a Reservation Authorization Code
- 4) Enter the Reservation Authorization Code on the product instance to activate the features

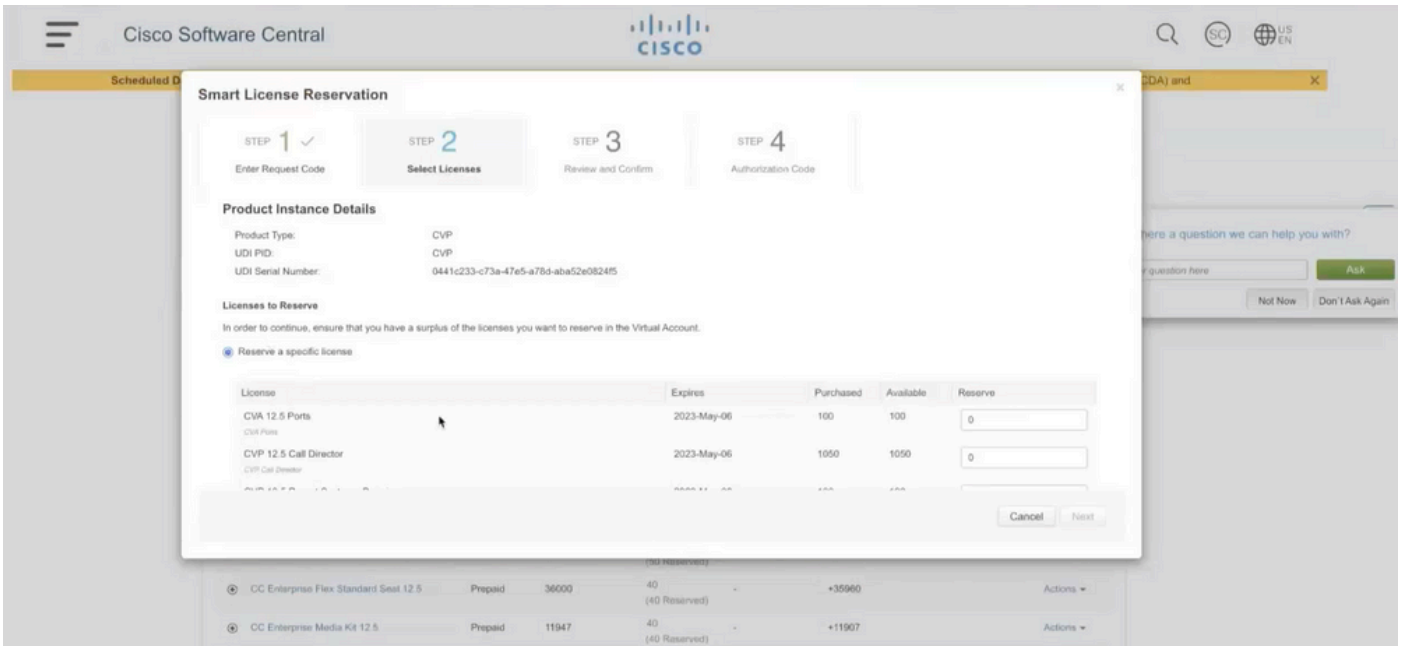
\* Reservation Request Code:

CN-ZCV-P-0441c233-c73a-47e5-a78d-aba52e0624f5-AA4N3Lx0-6B

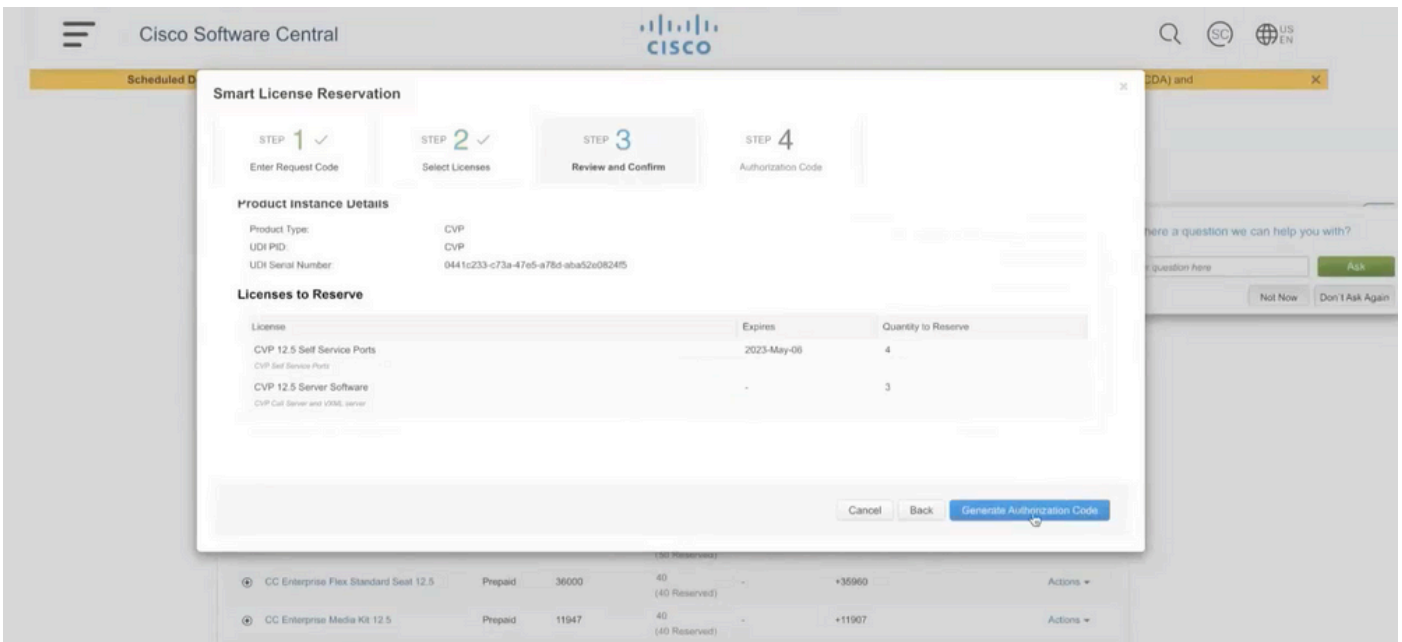
Upload File Browse Upload

Cancel Next

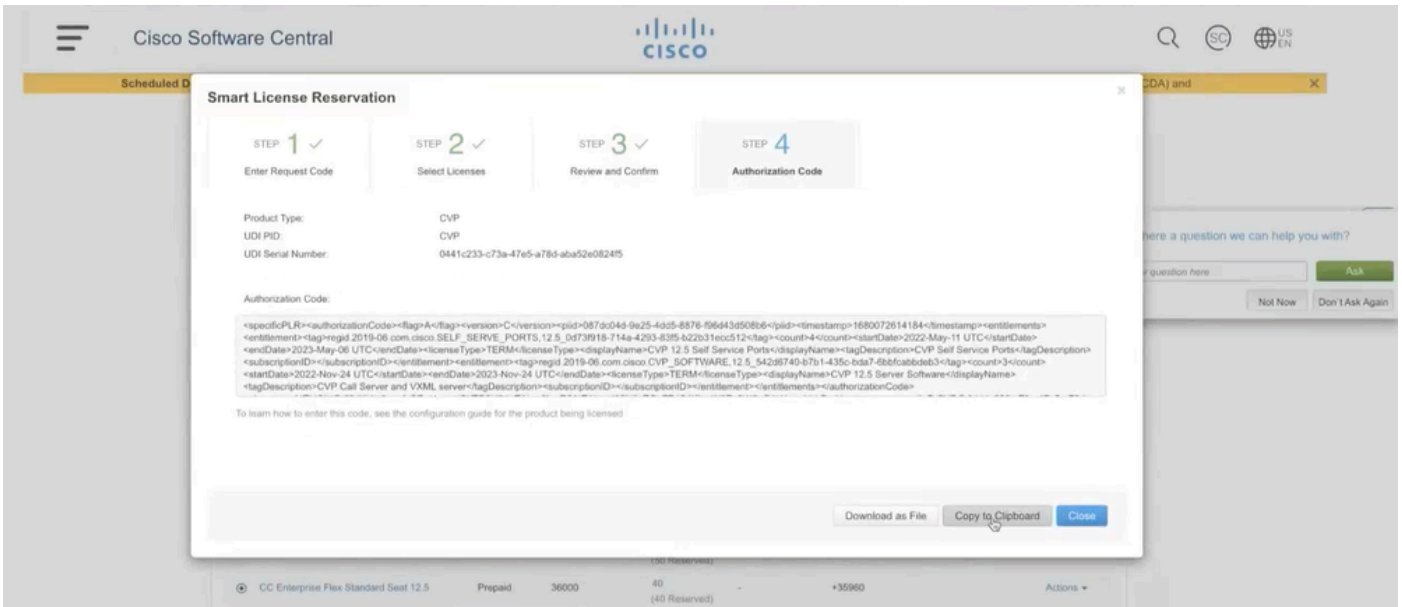
Step 7: Select **Reserve a Specific Licenses** and enter the number of licenses you want to Reserve.



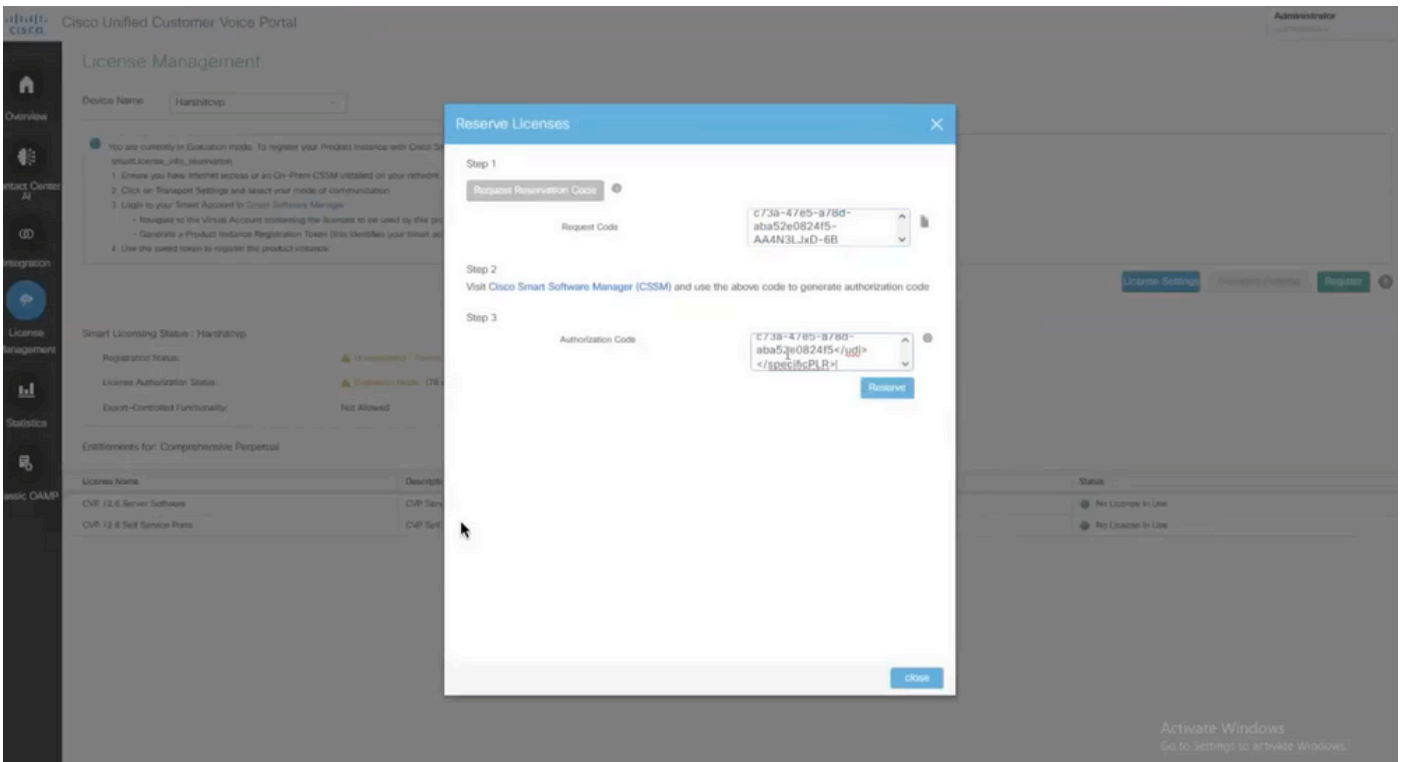
Step 8: Review and Confirm the license reservation on CSSM and click **Generate Authorization code**.



Step 9: **Copy** and also make sure to **Download** the Authorization Code. It is advised to download the authorization code so that if you want to update **License Reservation** or **Return Reservation** in future, you can use this Authorization Code.



Step 10: Navigate to **Reserve Licenses** window on **CVP** and paste the Authorization Code, and click **Reserve** to complete the reservation.



**Note:** To **Update** or **Return** the license reservation, click the **Action** button and select **Update Reservation** or **Return Reservation** (as shown in this screenshot) respectively.



Cisco Unified Customer Voice Portal

Administrator  
Administrator

License Management

Device Name: Harshitcvp

Smart Licensing Status: Harshitcvp

- Registration Status: ● Registered - Specific License Reservation (Mar 29, 2023, 03:46:49) \*
- License Authorization Status: ● Authorized (Mar 29, 2023, 03:46:49) \*
- Export-Controlled Functionality: Allowed
- Product Instance Name: 0441c233-c73a-47e5-a78d-aba52e0824f5
- \* Server timezone (Asia/Calcutta)

Entitlements for: Comprehensive Perpetual

License Name	Description	Reported Count	Status
CVP 12.6 Server Software	CVP Server Software	0	<span style="color: green;">●</span> No License In Use
CVP 12.6 Self Service Ports	CVP Self Service Ports	0	<span style="color: green;">●</span> No License In Use

## Verify SLR

To verify SLR is enabled, navigate to the **License Management** page and it must show:

**Registration Status: Registered - Specific License Reservation**

**License Authorization Status: Authorized**

Cisco Unified Customer Voice Portal

Administrator  
Administrator

License Management

Device Name: Harshitcvp

Smart Licensing Status: Harshitcvp

- Registration Status: ● Registered - Specific License Reservation (Mar 29, 2023, 03:46:49) \*
- License Authorization Status: ● Authorized (Mar 29, 2023, 03:46:49) \*
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**Note:** Steps for SLR in CCE are same as CVP, the only difference is the License Settings User Interface. This is the screenshot of License Setting page from CCE.

License Settings User Interface in CCE.

## Select License Settings ✕

Enable Reservation

License Type

Flex License  Perpetual License

**i** License Type is not applicable for Permanent License Reservation.

Usage Mode

Production  Non-Production

Cancel Save

*License Settings in CCE*

## Related Information

- [TAC video - How to configure smart license on UCCE](#)
- [TAC video - How to configure smart license on CVP](#)
- [Technical Support & Documentation - Cisco Systems](#)