

**Call Server - Multiple valid licenses are chosen at random**

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| <b>Problem Summary</b>    | A valid license has been transferred to a Call Server. Then, another valid license with a different number of ports is transferred to the same Call Server. The Call Server is restarted using the Operations Console. The available number of ports shown in the diag servlet does not correspond to the number of ports in the most recently transferred license. The number of ports shown comes from one of the two valid licenses randomly. The problem occurs as long as both licenses are valid and regardless of whether they expire on the same day. |
| <b>Error Message</b>      | No error message. If you run the diag servlet <a href="http://localhost:8000/cvp/diag">http://localhost:8000/cvp/diag</a> , under Licensed PortManager : TOTAL [license_number] AVAIL [license_number] IN USE [0] license_number will not be the number of ports from the most recent license transfer, but the number of ports from an earlier license transfer.   |
| <b>Possible Cause</b>     | Multiple valid Call Server licenses with different port numbers are contained in the cvp.license file located in C:\Cisco\CVP\conf\license.   |
| <b>Recommended Action</b> | If other licenses (SW, Reporting Server, VXML Server) are saved in the Operations Console, delete the cvp.license file located in C:\Cisco\CVP\conf\license. Then transfer the licenses for all the components again.<br><br>If other licenses for other components are not saved in the Operations Console, then open the cvp.license file and remove all paragraphs that contain "CVPPorts cisco" at the beginning. Once all such paragraphs are removed, transfer a Call Server license again.   |
| <b>Release</b>            | Found in 8.5(1)   |
| <b>Associated CDETS #</b> | CSCtj84394  |