



Cisco Support Community Expert Series Webcast:

Licensing Architecture: Cisco Unified Communications Manager Version 9.0

Amit Singh
Customer Support Engineer

October 9, 2012

Cisco Support Community – Expert Series Webcast

- Today's featured expert is Cisco Support Engineer **Expert**
- Ask him questions now about CUCM 9.0 Licensing Architecture



Amit Singh

Thank You for Joining Us Today

Today's presentation will include audience polling questions

We encourage you to participate!



Thank You for Joining Us Today

If you would like a copy of the presentation slides, click the PDF link in the chat box on the right or go to

<https://supportforums.cisco.com/community/netpro/collaboration-voice-video/unified-comm-application>

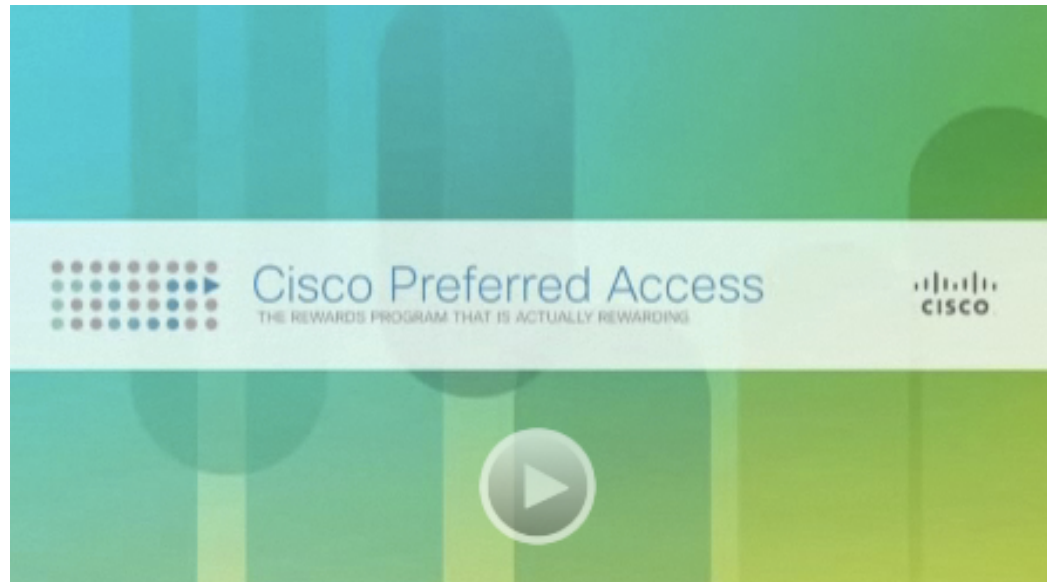
Or, <https://supportforums.cisco.com/docs/DOC-27237>



Thank You for Joining Us Today

Everyone who joins today's webcast will receive:

125 Cisco Preferred Access Points!



Polling Question 1

Are you aware of the Licensing changes in CUCM 9.0 ?

- a) I don't know
- b) Yes, I am aware of it.
- c) I have heard about it and would like to know more

Submit Your Questions Now!

Use the Q&A panel to submit your questions. Experts will start responding those





Cisco Support Community Expert Series Webcast:

Licensing Architecture: Cisco Unified Communications Manager Version 9.0

Amit Singh

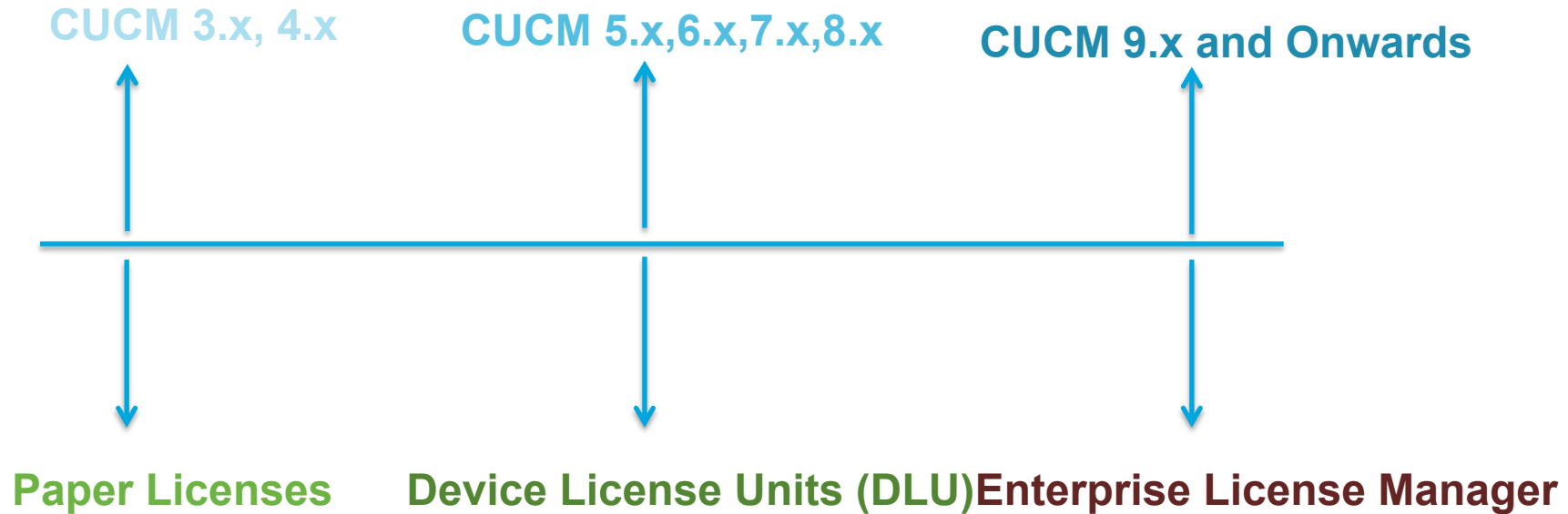
Customer Support engineer

October 9, 2012

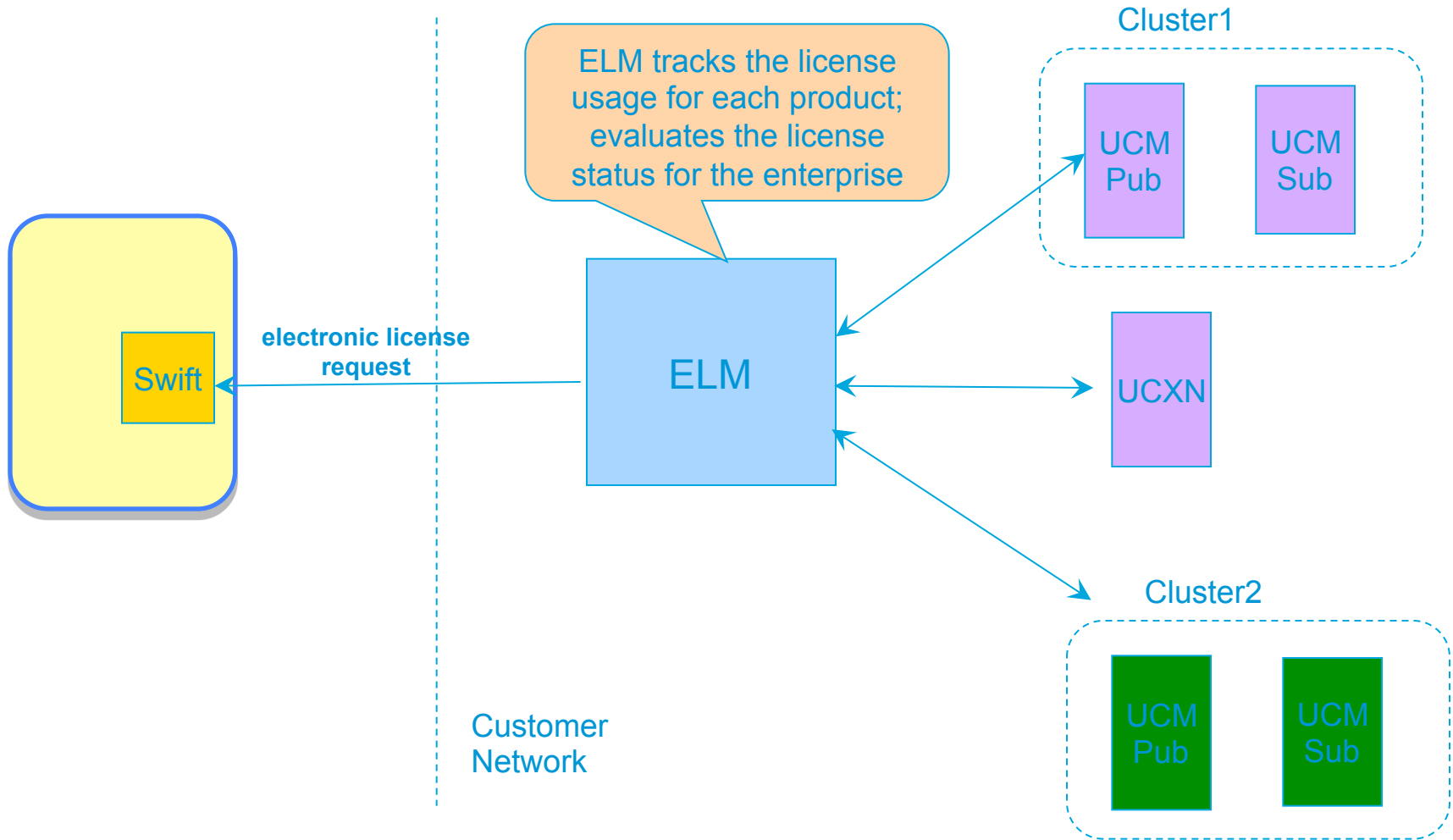
Agenda

- ✓ Evolution of unified communications licensing up to 9.x
- ✓ License Types and what suits specific business requirements
- ✓ User Count Tool
- ✓ Enterprise License Manager
- ✓ Manual versus electronic license fulfillment
- ✓ Troubleshooting Common Scenarios and live demo

Evolution Of Licensing



Architecture Overview



- Evolution of unified communications licensing up to 9.x
- **License Types and what suits specific business requirements**
- User Count Tool
- Enterprise License Manager
- Manual versus electronic license fulfillment
- Troubleshooting and live demo

License Types

Cisco User Connect Licensing:

As a user-based license for individual Cisco Unified Communications products, it includes a soft client, applications server software, licensing, and basic unified communications applications. Depending on your needs and device of choice, User Connect Licensing is available in Essential, Basic, Enhanced, and Enhanced Plus versions.

Cisco Unified Workspace Licensing:

Cisco Unified Workspace Licensing allows organizations to access a wide range of Cisco Collaboration applications and services in a cost-effective, simple package. It includes soft clients, applications server software, and licensing on a per-user basis. Depending on your needs and device of choice, Cisco Unified Workspace Licensing is available in Professional Edition and Standard Edition.

Commercial License Offerings Example

Value Added Feature Licenses

Optional Telepresence Room Add-On						
Optional Messaging Add-On (Unity Connection)				Messaging Included with CUWL	Messaging Included with CUWL	Messaging Included with CUWL
<u>Essential UCL</u>	<u>Basic UCL</u>	<u>Enhanced UCL</u>	<u>Advanced UCL</u>	<u>CUWL Standard</u>	<u>CUWL Premium</u>	<u>CUWL Professional</u>
1 User Profile	1 User Profile	1 User Profile	1 Profile	1 User profile	1 User profile	1 User profile
1 Device: Essential IP Voice or Analog devices	1 Device Basic IP Voice IM & Presence (CUP)	1 Device: Enhanced IP Voice/Video IM & Presence (CUP)	2 Devices: Advance. IP Voice/Video IM & Presence (CUP)	2 Devices: Advanced IP Voice/Video IM & Presence (CUP or Webex)	4 Devices: Adv. IP Voice/ Video IM & Presence (CUP or Webex)	10 Devices: Advanced IP Voice/Video IM & Presence (CUP or Webex)
		Jabber Desktop (CTI only)	Jabber Desktop UC Client	Jabber Desktop UC Client	Jabber Desktop UC Client	Jabber Desktop UC Client
					Mobile UC/IMS	Mobile UC/IMS

User Licenses

- Evolution of unified communications licensing up to 9.x
- License Types and what suits specific business requirements
- **User Count Tool**
- Enterprise License Manager
- Manual versus electronic license fulfillment
- Troubleshooting and live demo

User Count Tool (UCT)

Generate Report

Cisco License Count Utility

File Edit Help

Clusters License Report

Welcome to the Cisco License Count Utility. This utility will connect to the Cisco Unified CM servers you define below and generate a report of license usage that can be viewed, printed or saved. Begin by adding servers-- if you have clusters, only add the publishers-- and then press Generate Report.

Add... Edit Delete... Generate Report

Hostname/IP address	Description	Version (Last Known)	Last Connection Status	Include in Report
10.106.114.80	CUCM 8.5	8.5.1	Successful	<input checked="" type="checkbox"/>
10.106.98.73	CUCM 7.1.5	7.1.3	Successful	<input type="checkbox"/>

Select the License Count Mode

File Edit Help

Clusters License Report

Report Generated: 2012-Oct-08 09:13:52 Refresh Report Save as... Print...

License Requirements Based on Usage Data

The table below contains the minimum number of 9.0 licenses required to cover all users and phones currently configured on the Unified CM servers included in this report.

Hostname/IPAddress	Description	Essential	Basic	Enhanced	Advanced	CUWL Standard	CUWL Premium	CUWL Professional	Telepresence Room	Unused DLUs
10.106.114.80	CUCM 8.5	3	0	4	0	0	0	0	0	134
TOTAL		3	0	4	0	0	0	0	0	134

License Conversion Worksheet

Use this section to calculate scenarios for upgrading and using available Device License Units (DLUs). Note that the license values reported below only include licenses consumed by Cisco Unified CM, and not other products that can consume a CUWL license. If you will be using worksheet as a basis to place license order, it is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include current license requirements plus additional licenses you anticipate needing. Use the drop down menu to select whether to display the recommended license Counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode UCL Licenses CUWL Licenses

Select a Recommendation Mode to view the worksheet.

User Connect License

License Conversion Worksheet

Use this section to calculate scenarios for upgrading and using available Device License Units (DLUs). Note that the license values reported below only include licenses consumed by Cisco Unified CM, and not other products that can consume a CUWL license. If you will be using worksheet as a basis to place license order, it is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include current license requirements plus additional licenses you anticipate needing. Use the drop down menu to select whether to display the recommended license Counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode

License Type	Current License Usage	Recommended License Count	Adjust Recommended Count(+/-)	New License Count	DLUs Per License	DLU Change(+/-)
CUWL Professional	0	0	0	0	0	17
CUWL Premium	0	0	0	0	0	17
CUWL Standard	0	0	0	0	0	11
Advanced	0	0	0	0	0	9
Enhanced	4	4	0	4	4	6
Basic	0	0	0	0	0	4
Essential	3	3	0	3	3	0
Telepresence Room	0	0	0	0	0	11
TOTAL DLU USAGE CHANGE:						<input type="text" value="0"/>

Unused DLU's Remaining: 134

Cisco Unified Workspace License

License Conversion Worksheet

Use this section to calculate scenarios for upgrading and using available Device License Units (DLUs). Note that the license values reported below only include licenses consumed by Cisco Unified CM, and not other products that can consume a CUWL license. If you will be using worksheet as a basis to place license order, it is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include current license requirements plus additional licenses you anticipate needing. Use the drop down menu to select whether to display the recommended license Counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode Public Space Phones:

License Type	Current License Usage	Recommended License Count	Adjust Recommended Count(+/-)	New License Count	DLUs Per License	DLU Change(+/-)
CUWL Professional	0	0	0	0	0	17
CUWL Premium	0	0	0	0	0	17
CUWL Standard	0	4	0	4	4	11
Advanced	0	0	0	0	0	9
Enhanced	4	0	0	0	0	6
Basic	0	0	0	0	0	4
Essential	3	3	0	3	3	0
Telepresence Room	0	0	0	0	0	11
TOTAL DLU USAGE CHANGE:						<input type="text" value="0"/>

Typically, phones such as public space phones are licensed via User Connect Licenses (UCL). Provide an estimate of the number of such phones in your deployment to allocate these as User Connect licenses instead of Cisco Unified Workspace Licenses (CUWL).

Unused DLU's Remaining: 134

User Count Tool Compliance Check

License Conversion Worksheet

Use this section to calculate scenarios for upgrading to Unified CM, and not other products that can consume a license (UCSS) rates are based on the number of licenses. Select whether to display the recommended license.

Recommendation Mode: UCL Licenses

Compliance Check Failed

The number of licenses resulting from the changes you have specified in the license conversion worksheet would be insufficient given the current usage indicated by this report. Specific problems are listed below. Note: for some license types, requirements can be fulfilled using upper tier licenses.

* The number of DLU's remaining is less than 0

OK

License Type	Current License Usage	Recommended License Usage	Change	Current DLU Usage	Recommended DLU Usage	Change
CUWL Professional	0	0	10	10	17	170
CUWL Premium	0	0	0	0	17	0
CUWL Standard	0	0	0	0	11	0
Advanced	0	0	0	0	9	0
Enhanced	4	4	10	14	6	60
Basic	0	0	0	0	4	0
Essential	3	3	0	3	0	0
Telenresence Room	0	0	0	0	11	0
TOTAL DLU USAGE CHANGE:						230

Run Compliance Check
Reset Values

Unused DLU's Remaining: -96 ✘

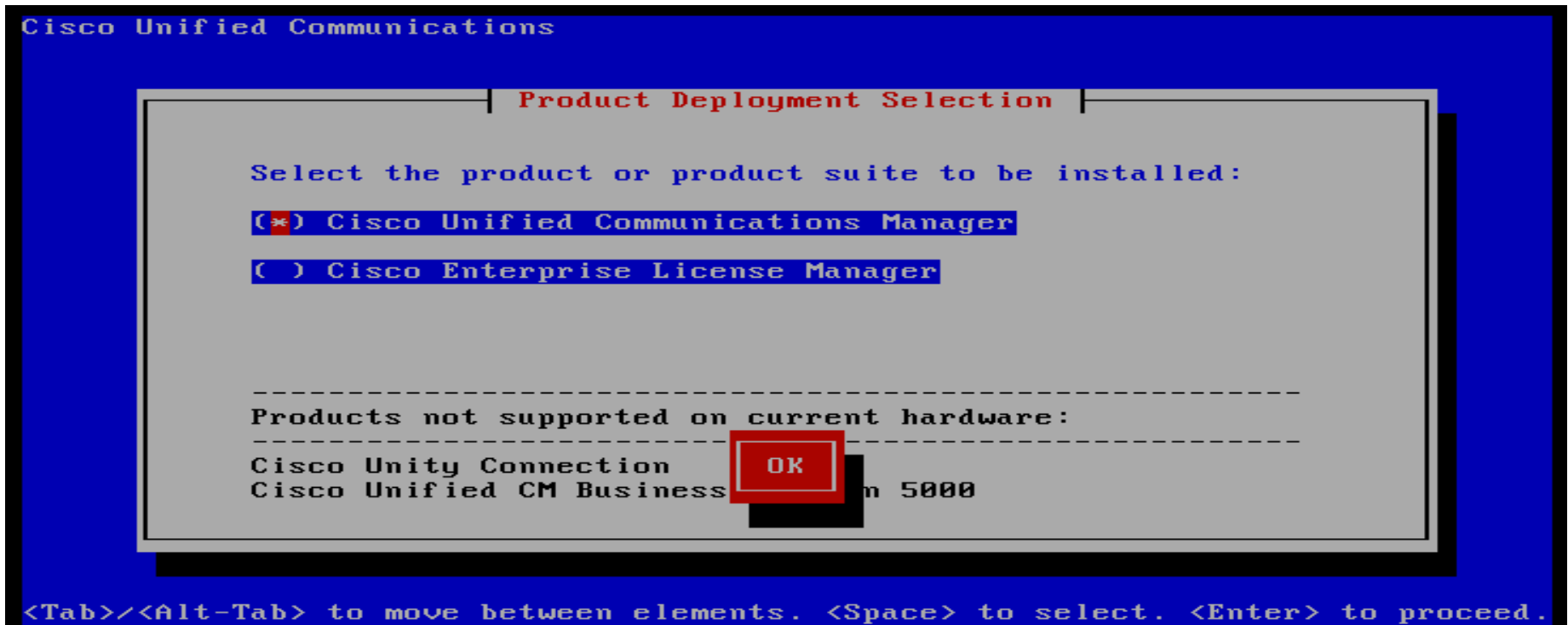
...umed by Cisco Unified
...SW) and subscription
...drop down menu to

- Evolution of unified communications licensing up to 9.x
- License Types and what suits specific business requirements
- User Count Tool
- **Enterprise License Manager**
- Manual versus electronic license fulfillment
- Troubleshooting and live demo


Enterprise License Manager (ELM)

ELM can be:

- Co-res with a UC product, or
- Run as a separate server in the enterprise



60 Day Grace Period

 The system is operating on demo licenses that will expire in 60 days. Add this system to an Enterprise License Manager and install sufficient licenses to cover its usage before expiration in order to avoid losing the ability to provision users and devices.

Cisco Unified CM Administration

System version: 9.0.1.10000-37


VMware Installation: 1 vCPU Intel(R) Xeon(R) CPU E7- 2870 @ 2.40GHz, disk 1: 72Gbytes, 4096Mbytes RAM



CUCM Synced with Enterprise License Manager

License Usage Report

License Usage Report

 Below is a summary of current license usage on the system. Current usage details for each type are available by pressing "Update Usage Details". Note deployment.

[View All License Type Descriptions And Device Classifications](#)

Update Usage Details

Usage Details Last Updated: 2012-10-08 10:59:09

License Requirements by Type

License Type	Current Usage	Report
CUWL Professional	0	Users(0)
CUWL Premium	0	Users(0) Unassigned Devices(0)
Advanced	0	Users(0) Unassigned Devices(0)
Enhanced	0	Users(0) Unassigned Devices(0)
Basic	0	Users(0) Unassigned Devices(0)
Essential	0	Users(0) Unassigned Devices(0)
TelePresence Room	0	Users(0) Unassigned Devices(0)

Users and Unassigned devices

Users	0	View Usage Report
Unassigned Devices	0	View Usage Report

Enterprise License Manager

The licenses for this system are managed by an Enterprise License Manager server.

Server Hostname / IP Address: [Alpha-CUCM-9-PUB](#)

Last Successful Synchronization: Mon Oct 08 00:32:19 IST 2012

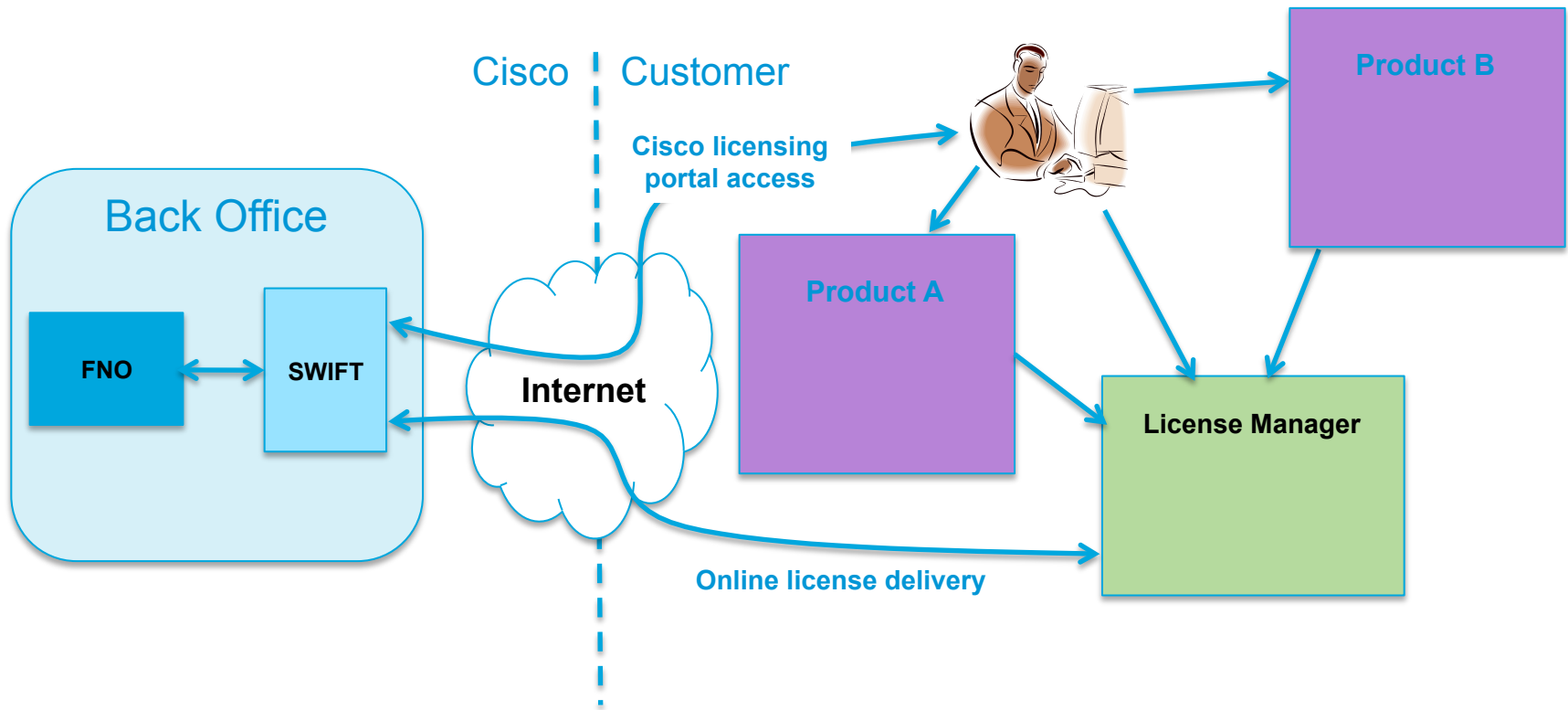
Polling Question 2

Are you planning to Migrate to CUCM 9.0 ?

- a) Yes, I am planning
- b) No, don't have any future plans
- c) I am researching on it

- Evolution of unified communications licensing up to 9.x
- License Types and what suits specific business requirements
- User Count Tool
- Enterprise License Manager
- **Manual versus electronic license fulfillment**
- Troubleshooting and live demo

Manual and Electronic Fulfillment



- **Manual License Fulfillment** – licenses are manually obtained from the Cisco back office and entered into the license manager
- **Electronic License Fulfillment** – licenses are automatically downloaded from the Cisco back office into the license manager.

License Fulfillment

- **Manual License Fulfillment** – licenses are manually obtained from the Cisco back office and entered into the license manager
- **Electronic License Fulfillment** – licenses are automatically downloaded from the Cisco back office into the license manager.

Manual Fulfillment

- **License for Pre 9.x CUCM Upgrade**
- **License for 9.x Fresh Install**

We need to generate the “**License Migration request**” for a “**Pre 9.x CUCM upgrade**” and use it to generate required licenses from the Cisco Licensing Website

We need to generate a “**License request**” for a “**CUCM 9.x fresh Install**” and

Tools & Resources

Product License Registration

View in French Contact Us Feedback Help

Quickstart Get New Get Existing Get Demo Transfer My Information Related Tools

License from PAKs updated 09/23/2012. Click to view System Message

Migration License

▼ Get New License Tandberg SW Release Key

IPS, Crypto, Other Licenses

License for Email & Web Security Appliance

Enter a Single PAK to fulfill Fulfill Single PAK How do I ...

Load More PAKs....

> Get New Licenses by Loading and Selecting Multiple PAKs

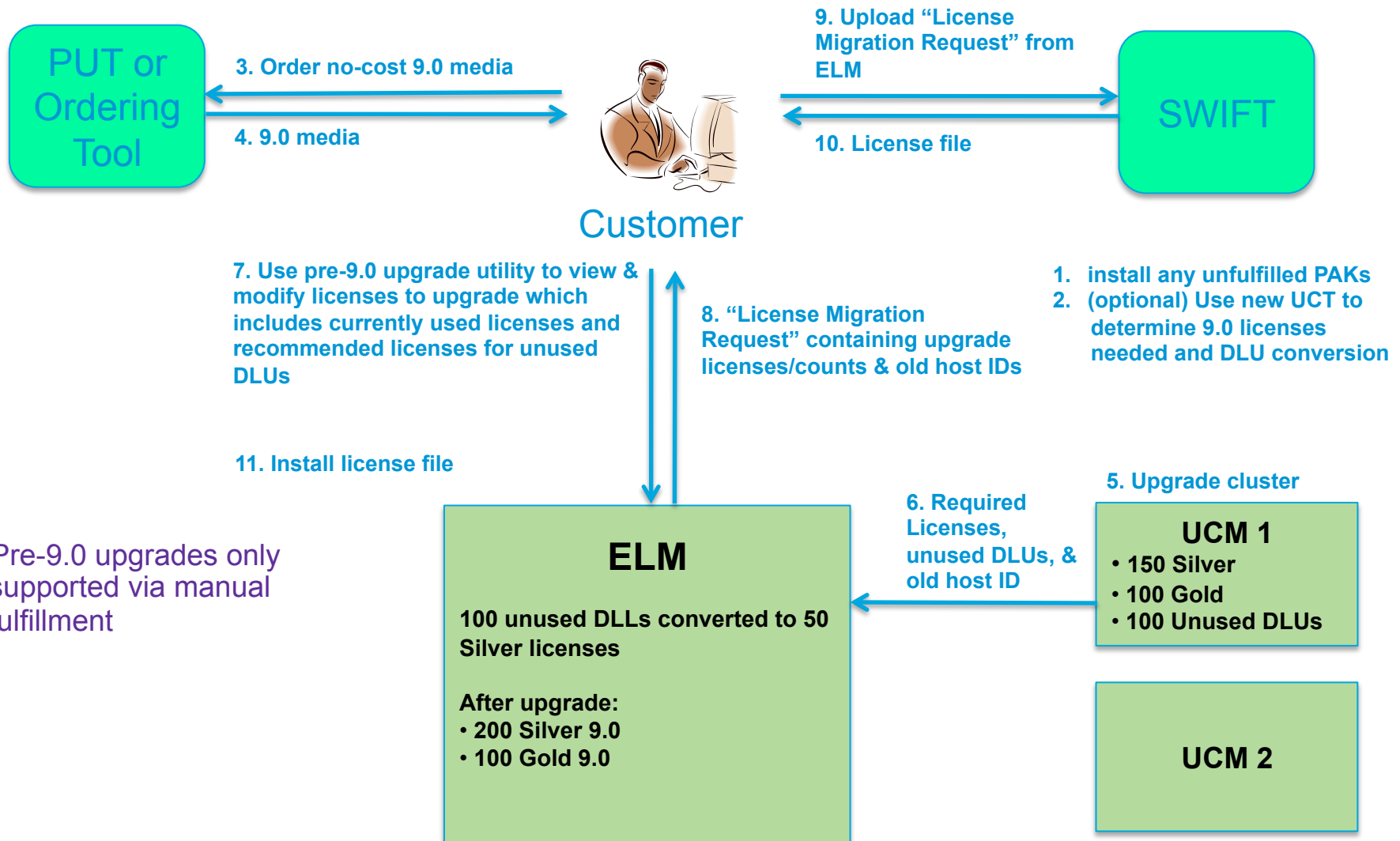
> View Existing Licenses

View the licenses that you have fulfilled for your products.

Manual Fulfillment

- **License for Pre 9.x CUCM Upgrade**
- License for 9.x Fresh Install

Pre-9.0 Upgrade Example



- Pre-9.0 upgrades only supported via manual fulfillment

Cisco Unified Communications Enterprise License Manager

Inventory > Product Instances

Product Instances

Last Synchronized: 2012-Sep-30 00:30:53 [Synchronize Now](#)

Product Instances

[+ Add](#) [X Delete](#) [Launch Admin GUI](#)

Name	Hostname/IP Address	Product Type	Version	Synchronization Status	Last Successful Synchronization
<input type="radio"/> AMIT	10.106.101.10	Unified CM	9.0	Registration Conflict	Never
<input type="radio"/> Amit 2	10.106.101.24	Unified CM	9.0	Success	2012-Sep-30 00:30:53
<input type="radio"/> Alpha	10.106.115.10	Unified CM			

Product Add

* Name:

Description:

* Product Type:

* Hostname/IP Address:

* Username:

* Password:

[Test Connection](#) [OK](#) [Cancel](#)


Upgrade Licenses

Choose Product Type*

The following screens will assist you in upgrading your pre-9.0 licenses to a 9.0 or later version. Begin by selecting the product type to upgrade.

Product Type:

Upgrading licenses on a 9.0 or later system



- Plan** Use the Enterprise License Manager to determine how many licenses you have available to upgrade and to generate a License Migration Request.
- Order** Go to the [License Migration Portal](#) and paste in the License Migration Request in order to receive your license file via e-mail.
- Install** Use the Install Licenses button on the License page of Enterprise License Manager to install the license file.

Upgrade Licenses

Choose Product Type*

Choose Product Instances*

Select from the instances below which have pre-9.0 licenses installed and have not yet had any licenses migrated to a newer version. The license counts presented in subsequent steps will reflect the usage for the servers selected in this step.

Available Product Instances

Name	Product Type
No data available	

Product Instances to upgrade

Name	Product Type
<input checked="" type="checkbox"/> Pre-9.x-Upgraded	Unified CM



Previous

Next

Finish & Generate Request

Cancel

Choose Product Type*

Choose Product Instances*



Specify License Counts*

Use this page to upgrade the Device License Units (DLUs) on the servers you've selected. It is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include license requirements plus additional licenses you anticipate needing. Use the dropdown menu below to select whether to display the recommended license counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode: Public Space Phones:

Click on the rows to modify the Update License Count values

License Allocation

	License Type	Current Unused License Count	Recommended License Count	Adjust Recommended Count (+/-)	New License Count	DLUs Per License	DLU Change (+/-)
▶	CUWL Professional	0	0	27	27	17	459
▶	CUWL Premium	0	0	2	2	17	34
▶	CUWL Standard	0	0	0	0	11	0
▶	Advanced	-1	1	20	21	9	180
▶	Enhanced	-4	3	30	33	6	180
▶	Basic	-1	1	22	23	4	88
▶	Essential	0	0	20	20	0	0
▶	TelePresence Room	0	0	4	4	11	44


Unused DLUs Remaining: 0

Summary and Next Steps*



Upgrade Licenses


Choose Product Type*

Choose Product Instances* 

Specify License Counts*

Use this page to upgrade the Device License Units (DLUs) on the servers you've selected. It is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include license requirements plus additional licenses you anticipate needing. Use the dropdown menu below to select whether to display the recommended license counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode

 Click on the rows to

License Allocation

License Type	Current	Requested	Change	DLUs Per License	DLU Change (+/-)	
▶ CUWL Professional	0	0	27	27	17	459
▶ CUWL Premium	0	0	2	2	17	34
▶ CUWL Standard	0	0	0	0	11	0
▶ Advanced	-1	1	20	21	9	180
▶ Enhanced	-4	3	30	33	6	180
▶ Basic	-1	1	22	23	4	88
▶ Essential	0	0	20	20	0	0
▶ TelePresence Room	0	0	4	4	11	44

Compliance Check Passed



The compliance check indicates that you have specified a sufficient number of licenses to stay in compliance given the current usage detected by Enterprise License Manager.

OK

Run Compliance Check

Reset Values


Unused DLUs Remaining: 0

Previous

Next

Finish & Generate Request

Cancel

Summary and Next Steps* 

1. Copy the selected text below to your clipboard or [Save it to a file to your computer](#). This is your License Migration Request and you will need it for the next step. This file will also be saved with the summary in Enterprise License Manager if you chose the save summary option.

```
</migdata:NodeLockInfo>
</migdata:unit>
</migdata:units>
</migdata:UnitSecurityToken>
</mlic:TransactionSecurity>
</mlic:MigrationRunInstance>
<mlic:Security>
  <mlic:Signature>
    <mlic:SignedInfo>
      <mlic:SignatureMethod Algorithm="HMAC"/>
      <mlic:Reference URI="MIGRATE-1349246909376">
        <mlic:DigestMethod Algorithm="SHA-1">
          <mlic:DigestValue>b3Z33CtF9PkH6opYSqBNyxiwqwU=</mlic:DigestValue>
        </mlic:DigestMethod>
      </mlic:Reference>
    </mlic:SignedInfo>
    <mlic:SignatureValue>nYq8FJCyM6ziPV182g0N2uHnQN0=</mlic:SignatureValue>
  </mlic:Signature>
</mlic:Security>
</mlic:LicenseUpgrade>
```

2. Place your Order

Go to the [License Migration Portal](#) and enter the information requested in order to receive your license file via e-mail.

3. Install your Licenses

Use the Install Licenses button on the Licenses page of Enterprise License Manager to install the license file.

Close

Product License Registration

- Quickstart
- Get New** ▾
- Get Existing ▾
- Get Demo
- Transfer ▾
- My Information ▾
- Related Tools ▾

- License from PAKs
- Migration License**
- Tandberg SW Release Key
- IPS, Crypto, Other Licenses
- License for Email & Web Security Appliance

updated 09/23/2012. [Click to view System Message](#)

Migration License - U

On this page, you will be

of licensing
e introduced license validation or have changed key / file formats with new software versions.

- 1. Select Product**
- 2. Upload Features
- 3. Review and Submit

Make a selection from this list of products.

License Enter key word

[Collapse All](#) [Expand All](#)

- ▶ Voice Products
- ▶ Routers and Switches
- ▶ Network Mgmt Products



Migrate to Upgraded License

Upgrade a product to a newer version of licensing.

1. Select Product

2. Upload Features

3. Review and Submit

Make a selection from this list of products.

License Enter key word

Collapse All Expand All

▼ Voice Products

- Cisco Unified Communications 9.0
- Cisco Unified Communications Manager
- Cisco Media Experience Engine v3.1 Migration
- Cisco Unity Express
- Cisco Telepresence Manager
- Cisco Unified Customer Voice Portal Upgrade
- CVP Upgrade

► Routers and Switches

Tools & Resources

Product License Registration

[View in French](#) [Contact Us](#) [Feedback](#) [Help](#)

Quickstart **Get New** Get Existing Get Demo Transfer My Information Related Tools

Migration License - License Migration

On this page, you will be able to register licenses for products that have introduced license validation or have changed key / file formats with new software versions.

updated 09/23/2012. [Click to view System Message](#)

of licensing

✓ 1. Select Product **2. Upload Features** 3. Review and Submit

Copy & Paste Contents Upload Files

Cisco Unified Communications

* Paste the contents of the **License Migration Request** provided by Enterprise License Manager below:

Back Next Cancel

Product License Registration

Quickstart

Get New ▾


Get Existing ▾

Get Demo

Transfer ▾

My Information ▾

Related Tools ▾

 **Updated 09/23/2012.** [Click to view System Message](#)

Migration License - Upgrade a product to a newer version of licensing

On this page, you will be able to obtain new licenses for products that have introduced license validation or have changed key / file formats with new software versions.

- ✓ 1. Select Product
- ✓ 2. Upload Features
- 3. Review and Submit**

The license information that will be submitted.

Product Information


Entitlements

Device Identifier :
NOT APPLICABLE
Available

Ordered	Quantity Added
1	1

The license key will be emailed within the hour to the specified email addresses.

* Send To: 

* End User: 

* License Agreement: **I agree with the Terms of the License** [View License Agreement..](#)

You will receive a .zip file, containing the .bin license file
Ex. 03c07f885cbb145aacde9bf039d7ca2f_20120920012102415.zip contains
03c07f885cbb145aacde9bf039d7ca2f_20120920012102415.bin

Tools & Resources

Product License Registration

View in French

Quickstart **Get New** Get Existing Get Demo Transfer My Information

Updated 09/23/2012. [Click to view System Message](#)

Migration License - Upgrade a product to a newer version of licensing

On this page, you will be able to obtain new licenses for products that have introduced license validation or have changed key / file formats with

✓ 1. Select Product ✓ 2. Upload Features

The license information that will be submitted

Product Information


Entitlements

Ordered	De
1	NC
1	Av

The license key will be emailed within the hour

* Send To: amitsin@ci
* End User: Singh, Ami
* License Agreement: I agree with the

License Request Status

 The license has been successfully transferred to the new device and it will be sent to the email address below.
amitsin@cisco.com

Use this transaction ID to view status on the ["My Information > Transaction page"](#).
Transaction Id: TRXMLDZ

If you have not received an email within 1 hour, please open a Service Request using the [TAC Service Request Tool](#) Please have your valid Cisco.com user Id and password available. As an alternative, you may also call our main Technical Assistance Center at **800-553-2447**. Please be sure to check your Junk/Spam email folders for this email from licensing@cisco.com with your license key attached.

[Please provide feedback...](#) Let Cisco know how to improve this experience.

Close Download

Manual Fulfillment

- License for Pre 9.x CUCM Upgrade
- **License for 9.x Fresh Install**

Licensing for CUCM 9.x Fresh Install

The screenshot displays the Cisco Unified CM Administration interface. On the left is a navigation menu with categories: Monitoring (Dashboard, License Usage), License Management (Licenses, License Planning), Inventory (Product Instances), and Administration. The main content area is titled 'Inventory > Product Instances' and shows a 'Product Instances' section. It includes a 'Last Synchronized' timestamp of '2012-Sep-26 17:47:10' and a 'Synchronize Now' button. Below this are 'Add', 'Delete', and 'Launch Admin GUI' buttons. A table lists existing product instances:

Name	Hostname/IP Address	Product Type	Version	Synchronization Status
cucm0a	10.10.111.110	Unified CM	9.0	Success

An 'Add' button is highlighted, opening a 'Product Add' dialog box. The dialog contains the following fields:

- Name: Alpha
- Description: Alpha TEST
- Product Type: Unified CM (dropdown menu)
- Hostname/IP Address: 10.106.101.10
- Username: Alpha
- Password: [Redacted]

A 'Test Connection' button is located at the bottom of the dialog.

Generate License Request

Cisco Unified Communications
Enterprise License Manager

License Management > Licenses

Licenses

Licenses

[Install License File...](#) [Generate License Request](#)

File Name	Description	Installation Date
a2ba1d37e48017241201867f0fe3d738_2012100300092...		2012-Oct-03 12:29

Cisco Unified Communications
Enterprise License Manager

License Management > Licenses

Licenses

Licenses

[Install License File...](#) [Generate License Request](#)

File Name	Description	Installation Date
a2ba1d37e48017241201867f0fe3d738_2012100300092...		2012-Oct-03 12:29

License Request and Next Steps

- Copy the selected text below to your clipboard or [Save it to a file to your computer](#)

```
mFuc2FjdGlvbkiEAAAAABUAdwIxMzQ5NzM3Mzg5MjA2AAAAAD8AdQUAAAAQAHYC  
U2VydmVySUQAAAAAKAB3AjRiMjE1ZDljY2E1NzQwNGU5ZDIkNWZkOTRmMTVhMD  
A4AAAAAAAsAegAAAAAAAAAAAGwCAAKNpc2NvIFN5c3RibXMsIEluYy4AAAAACwCmAA  
AAABcAAAoAK0FAAAACwCuAAAAAAQAAAAALAK8AAAAABQAAAAAsAAAAA  
CwDKAAAAAUAAAAALAM4AAAAAAsA0gAAAAAAAFwDTC6K6HTfkgBckEg  
GGfw/i1za=
```
- Register your Licenses
Go to the [Cisco License Registration](#) site, enter your PAK ID and upload the License Request file in order to receive your license file via email.
- Install your Licenses
Once you have received the license file, come back to Enterprise License Manager to install it.

[Close](#)

As there are no Pre-9.x DLU's to migrate, we need to use PAK's along with License Request

Tools & Resources

Product License Registration

[View in French](#) [Contact Us](#) [Feedback](#) [Help](#)

Quickstart Get New ▾ Get Existing ▾ Get Demo Transfer ▾ My Information ▾ Related Tools ▾

- License from PAKs
- Migration License
- Tandberg SW Release Key
- IPS, Crypto, Other Licenses
- License for Email & Web Security Appliance

updated 09/23/2012. [Click to view System Message](#)

Get New License

Enter a Single PAK to fulfill

Fulfill Single PAK

[How do I ...](#)

[Load More PAKs...](#)

> [Get New Licenses by Loading and Selecting Multiple PAKs](#)

> [View Existing Licenses](#)

View the licenses that you have fulfilled for your products.



License Fulfillment

- **Manual License Fulfillment** – licenses are manually obtained from the Cisco back office and entered into the license manager
- **Electronic License Fulfillment** – licenses are automatically downloaded from the Cisco back office into the license manager.

Electronic License Fulfillment (CUCM/ELM 9.1 Onwards)

The screenshot shows the Cisco Enterprise License Manager (ELM) interface. The top header is blue with the Cisco logo and the text "Cisco Unified Communications Enterprise License Manager". On the left is a navigation menu with categories: Monitoring (Dashboard, License Usage), License Management (Licenses, License Planning), Inventory (Product Instances), and Administration. The main content area is titled "License Management > Licenses" and "Licenses". It shows "License e-Fulfillment: Enabled" with a "Disable..." button. Below this is a table with columns "Fulfillment Date", "Description", and "Method". The table is currently empty, displaying "No data available".

License Management > Licenses

Licenses

License e-Fulfillment: Enabled

Fulfillment Date	Description	Method
No data available		

Electronic PAK Provisioning can be disabled easily

The screenshot shows the Cisco Unified Communications Enterprise License Manager interface. The left sidebar contains navigation options: Monitoring (Dashboard, License Usage), License Management (Licenses, License Planning), Inventory, and Administration. The main content area is titled "Licenses" and shows "License e-Fulfillment: Enabled" with a "Disable..." button. Below this is a table with columns "Fulfillment Date", "Description", and "Method", containing the text "No data available". A warning dialog box is overlaid on the right, featuring a yellow warning icon and the text: "License e-Fulfillment allows you to manage license counts from within the License Manager by communicating directly with the Cisco licensing servers. If you disable this feature, you will manage your licenses by installing license files. Do you want to continue?" The dialog has "Continue" and "Cancel" buttons.


This screenshot shows the same Cisco Unified Communications Enterprise License Manager interface, but with "License e-Fulfillment: Disabled" and an "Enable..." button. The table below still shows "No data available".


Common Scenarios


Pre 9.x DLU's already being used or new Licenses installed after the Upgrade, before Switch version

Choose Product Type*

Choose Product Instances*

 There are no Unified CM product instances with pre-9.0 licenses available for upgrade

Specify License Counts* 

Summary and Next Steps* 

* Required Step

Product Registration

If we tried to add a product instance, which is already added to another ELM Server

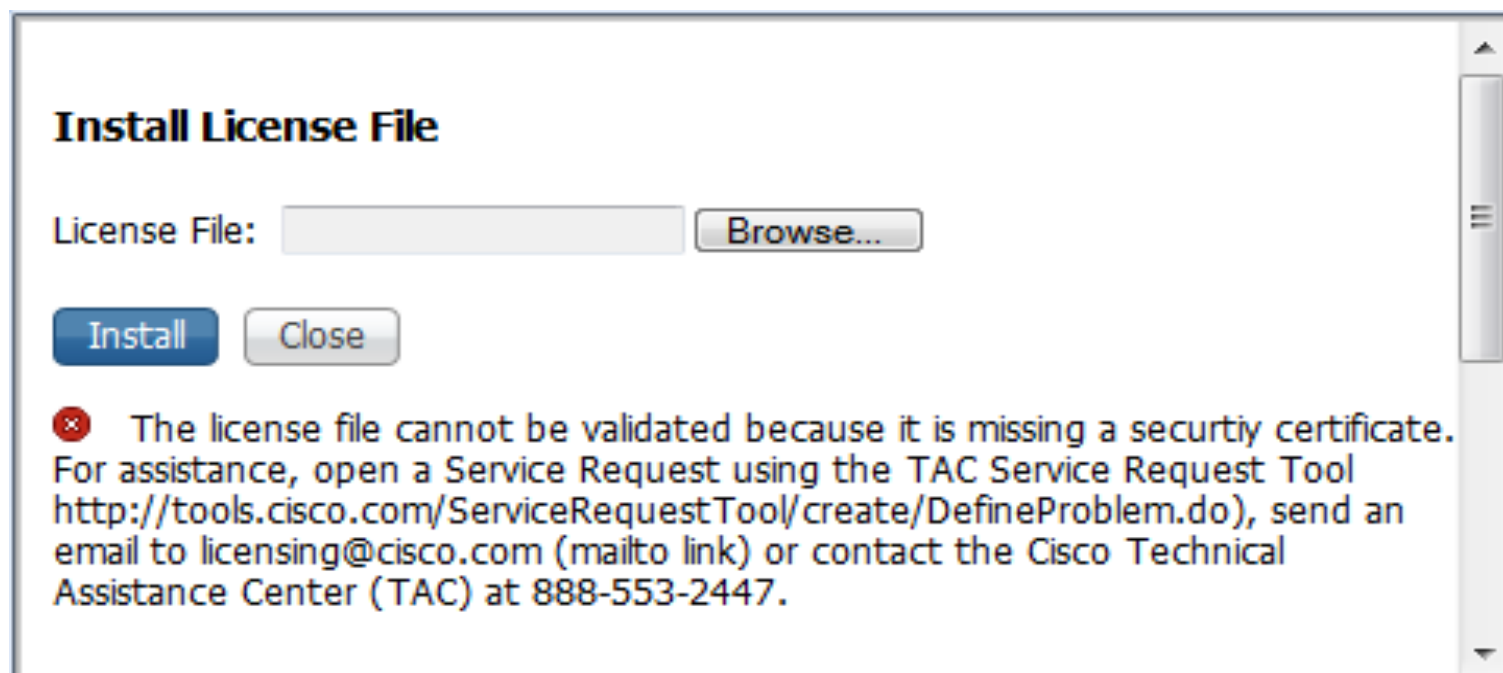
The screenshot shows the Cisco Enterprise License Manager (ELM) interface. The main content area displays the 'Product Instances' page, which is currently empty with the message 'No data available'. A modal dialog box is open, displaying an error message: 'The Product Instance at the hostname/IP address is already being managed by another Enterprise License Manager. Product Instances can only be managed by a single Enterprise License Manager. The Product Instance is currently managed by "ccm901pub". Would you like to take over license management of this product?'. The dialog has 'Yes' and 'No' buttons. In the background, a 'Product Add' dialog box is visible, containing the following fields:

- Name: amit
- Description: (empty)
- Product Type: Unified CM
- Hostname/IP Address: 10.106.101.10
- Username: cisco
- Password: (masked with dots)

Buttons for 'Test Connection', 'OK', and 'Cancel' are also present in the 'Product Add' dialog.

Incorrect License File

If we try to install a license, generated using the PAK and “Quickstart” tab on Product License registration page



Install License File

License File:

✘ The license file cannot be validated because it is missing a security certificate. For assistance, open a Service Request using the TAC Service Request Tool (<http://tools.cisco.com/ServiceRequestTool/create/DefineProblem.do>), send an email to licensing@cisco.com (mailto link) or contact the Cisco Technical Assistance Center (TAC) at 888-553-2447.

Collecting ELM Logs

Cisco Unified Communications
Enterprise License Manager

- Monitoring
 - Dashboard
 - License Usage
- License Management
 - Licenses
 - License Planning
- Inventory
- Administration
 - Administrator Accounts
 - OS Administration
 - Disaster Recovery
 - Diagnostic Logs**
 - Restart

Administration > Diagnostic Logs

Diagnostic Logs

Log Settings Download Logs

Diagnostic Category

- Enterprise License Manager core services
- Communication with product instances

Log Level

Debug

Debug
Error
Warning
Info
Debug

Save Reset

Cisco Unified Communications
Enterprise License Manager

- Monitoring
 - Dashboard
 - License Usage
- License Management
 - Licenses
 - License Planning
- Inventory
- Administration
 - Administrator Accounts
 - OS Administration
 - Disaster Recovery
 - Diagnostic Logs**
 - Restart

Administration > Diagnostic Logs

Diagnostic Logs

Log Settings **Download Logs**

Choose date and time range to include in log file

10/09/2012 05:14 10/09/2012 05:14

Generate Log File

Download the log file to your computer

[elmlogs.zip](#)

Polling Question 3

Did the training helped you to understand the Enterprise License Manager ?

- a) Have additional questions
- b) I understand the CUCM 9.0 licensing now
- c) I can deploy CUCM 9.0 Licensing now

Submit Your Questions Now!

Use the Q&A panel to submit your questions. Experts will start responding those



References

- Unified Communications Applications – You can ask your questions here

<https://supportforums.cisco.com/community/netpro/collaboration-voice-video/unified-comm-application>

- Other Reference:

- Cisco Unified Communications 9.0 Licensing

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6882/ps9156/product_solution_overview0900aecd806cc7a4.html

- Cisco Unified Communications Licensing :

<http://www.cisco.com/en/US/products/ps9156/index.html>

- Cisco Unified Communications Manager 9.0 Data Sheet :

http://www.cisco.com/en/US/partner/prod/collateral/voicesw/ps6788/vcallcon/ps556/ps12515/data_sheet_c78-710875.html

Q & A

Expert responding some of your questions verbally. Use the Q&A panel to continue asking your questions



Trivia Question

What do Cisco Unified Call Manager and the Television show NCIS have in common?

- a) Cisco CallManager can be set up to control Cisco IP Phones that have been featured on NCIS.
- b) Cisco CallManager had its debut the same year NCIS premiered.
- c) Cisco supplies CallManager and IP phones to NBC which host NCIS.

We Appreciate Your Feedback!

Those who fill out the Evaluation Survey will enter a raffle to win:

\$50 Amazon Gift Card

To complete the evaluation, please click on link provided in the chat or in the pop-up once the event is closed.

Ask The Experts Event (with Amit)

If you have additional questions, you can ask them to Amit. He will be answering from day October 9th to October 19th

<https://supportforums.cisco.com/community/netpro/expert-corner#view=ask-the-experts>

You can watch the video or read the Q&A 5 business days after the event at

<https://supportforums.cisco.com/community/netpro/ask-the-expert/webcasts>



October Expert Series Webcast - Russian

Topic: Cisco Nexus 5000 and 2000: Architecture and Features Overview



Thursday November 1, at
12:00 p.m. Moscow
10:00 a.m. Brussels

Join Cisco Expert:

Anton Tugai

During the live event, Cisco subject matter expert Anton Tugai will talk about the architecture of the Cisco Nexus 5000 and 2000 platforms as well as the Cisco NX-OS operating system. Tugai will highlight how the Cisco Nexus 5000 contributes to the network. He will also provide an overview of the following features specific to Cisco Nexus: Fabric Extender (FEX), Virtual Port Channel (VPC), Config sync, Cisco Fabric Path, and others.

Register at

[http://tools.cisco.com/gems/cust/customerSite.do?
METHOD=E&LANGUAGE_ID=R&PRIORITY_CODE=4&SEMINAR_CODE
=S17224](http://tools.cisco.com/gems/cust/customerSite.do?METHOD=E&LANGUAGE_ID=R&PRIORITY_CODE=4&SEMINAR_CODE=S17224)

Ask the Expert Events –English

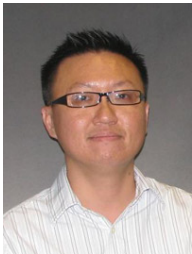


Topic: Troubleshooting High CPU and other issues in the Cisco Catalyst 4500 Series Switches

Join Cisco Experts: **Nikolay Karpyshev** and **Ivan Shirshin**

Learn and ask questions about how to troubleshoot issues like High CPU on Cisco Catalyst 4500 Series Switches.

Ends October 19



Topic: Cisco Prime Network Analysis Module (NAM)

Join Cisco Experts: **Damien Lim**

Learn and ask questions about how to configure and troubleshoot the new Cisco Prime Network Analysis Module

Ends October 19

Join the discussion for these Ask The Expert Events at:

<https://supportforums.cisco.com/community/netpro/expert-corner#view=ask-the-experts>

We have communities in other languages

If you speak **Spanish, Portuguese, Japanese, Polish or Russian**, we invite you to ask your questions and collaborate in your language:

- Spanish → <https://supportforums.cisco.com/community/spanish>
- Portuguese → <https://supportforums.cisco.com/community/portuguese>
- Japanese → <https://supportforums.cisco.com/community/csc-japan>
- Polish → <https://supportforums.cisco.com/community/etc/netpro-polska>
- Russian → <https://supportforums.cisco.com/community/russian>

We invite you to actively collaborate in the Cisco Support Community and social media

<https://supportforms.cisco.com>



<http://www.facebook.com/CiscoSupportCommunity>



http://twitter.com/#!/cisco_support



<http://www.youtube.com/user/ciscosupportchannel>



<https://plus.google.com/110418616513822966153?prsrc=3#110418616513822966153/posts>



<http://itunes.apple.com/us/app/cisco-technical-support/id398104252?mt=8>



https://play.google.com/store/apps/details?id=com.cisco.swtg_android



<http://www.linkedin.com/groups/CSC-Cisco-Support-Community-3210019>



Newsletter Subscription: https://tools.cisco.com/gdrp/coiga/showsurvey.do?surveyCode=589&keyCode=146298_2&PHYSICAL%20FULFILLMENT%20Y/N=NO&SUBSCRIPTION%20CENTER=YES

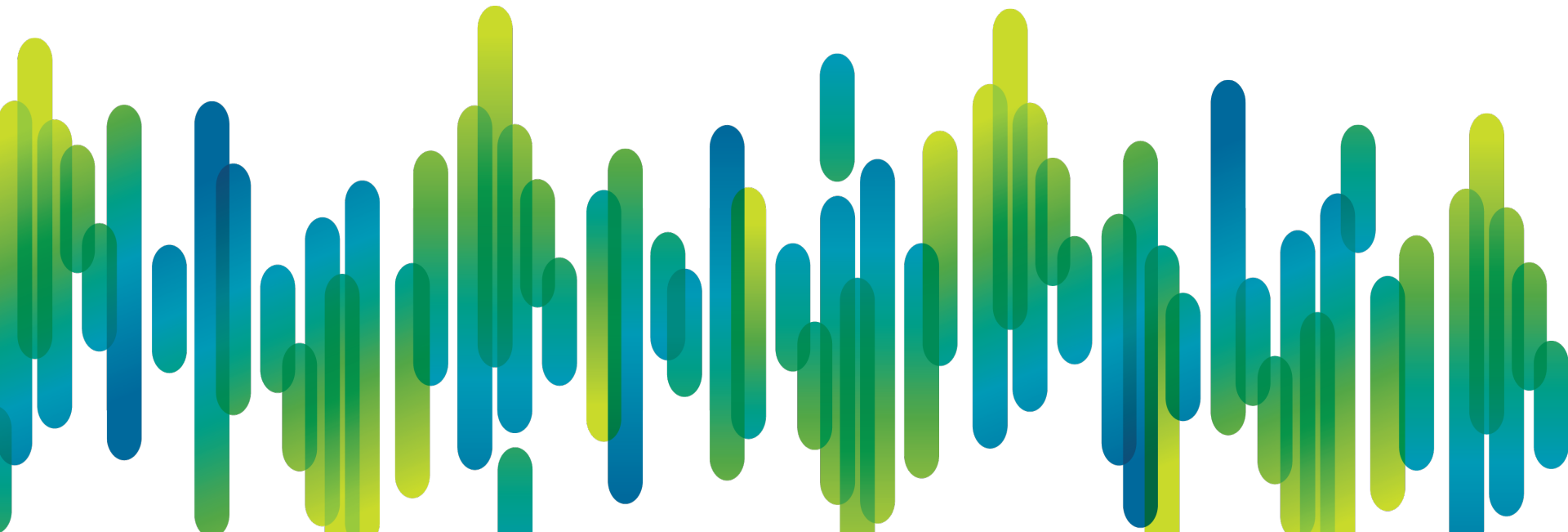
Trivia Answer

What do Cisco Unified Call Manager and the Television show NCIS have in common?

- a) Cisco CallManager can be set up to control Cisco IP Phones that have been featured on NCIS. Cisco IP phones were featured on an episode of NCIS and those IP Phones can be managed using Communications Manager.
- b) Cisco CallManager had its debut the same year NCIS premiered. NCIS premiered in 2003. CallManager dates back to 1997, prior to it becoming a Cisco product. CallManager had its debut as a Cisco offering in the year 2000.
- c) Cisco supplies CallManager and IP phones to NBC which host NCIS. Cisco did supply equipment to enable voice, video and data traffic for the Olympics, including CallManager, This provided NBC with the infrastructure to cover the recent London Olympic Games 2012, but NBC is not the network that host NCIS. That is actually CBS.

Thank You for Your Time

Please Take a Moment to Complete the Evaluation



Thank you.

