

# Smart Licensing for CUCM

- Overview
- What is the pain in current licensing Cisco Wide
- How it works, Deployment Models
- Smart Account and Virtual Account
- Cisco Smart Software Manager
- Cisco Smart Software Manager Satellite
  - Satellite Deployment Models
    - Connected
    - Disconnected
- Smart Licensing Overview Recording
- Demos on UCM with Smart Licensing
- Testing Smart Licensing in UCM
- Documentation
- Cisco Smart License Manager service
- RTMT Alerts and Alarms in UCM
- Smart licensing states in UCM
- CLI Commands
- Migration and Upgrade
- FAQs

## Overview

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

## What is Smart Licensing?

Smart Licensing is a **major shift** in the way that Cisco attempts to manage Software Licenses. Instead of placing the **burden** on the customer to continually prove their adherence to license compliance, we will shift our focus to **helping** customers understand **how software is used** in their network.

**Trust**

- The Customer Agrees to Allow Cisco Products to Provide Software Usage Information and in return the customer no longer needs to manage Software Licenses

**License Collector**

- Software Usage information is collected by Cloud Based or Co-Resident Collectors using Cisco Common Collector Technologies.

**Reporting**

- Customers, Cisco, and any relevant Partner receive reports about the overall Software Usage, which is compared against purchased entitlements. Customers will have visibility into their current software usage across the entire network at any given time through a Portal.

True-ups to address any Software Overage Allows the Trust to Continue

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Think of Smart Licensing as a Software Inventory Management System that answers 2 questions:

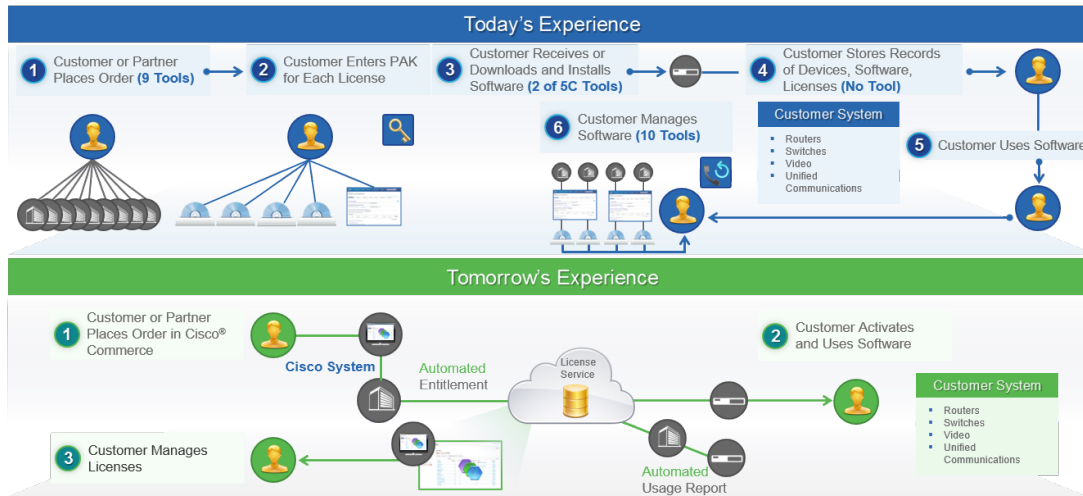
1. What have I purchased?
2. What is it that I am using?

With Smart Licensing, **CUSTOMER will be licensed, not the Product Installation.**

Licenses are Pooled for the entire account/sub account and will provide real time transparent information to the Customer, Cisco, and Partners on upcoming License Needs (Shortages, Upcoming Subscriptions).

Main goal is "Do No Harm to the Customer Network due to shortage of license".

## What is the pain in current licensing Cisco Wide



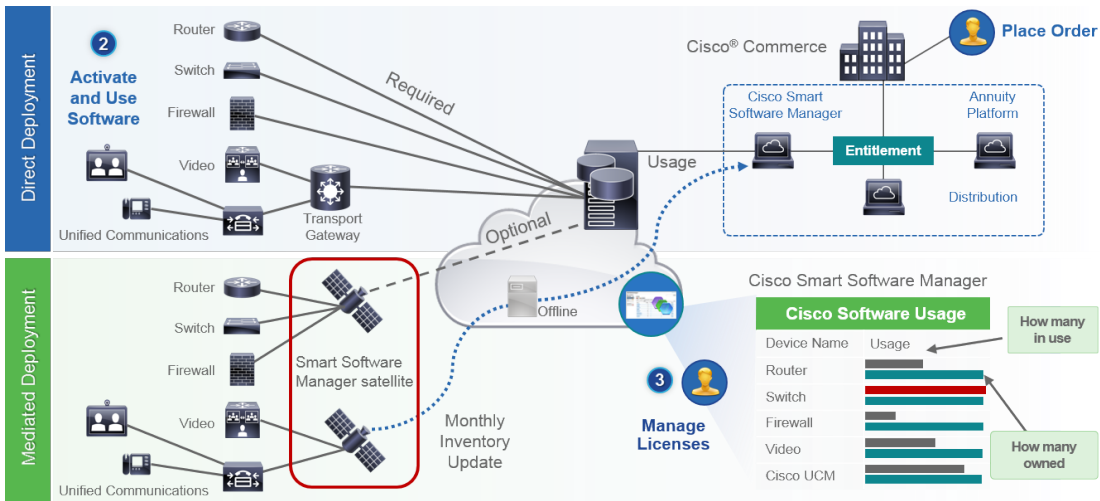
With current model customer has to go over to 6 steps and over 20 tools which are all different type of product. Customer has to manage to keep track of their PAK and licenses. Doing business with Cisco is like doing business with different companies.

With Smart licensing, this process is simplified to 3 steps and one tool. Once customer place an order and all the information required will be saved on central database on [cisco.com](http://cisco.com), and the software with smart license enabled will be ready to use and customer will not be needed wait to receive the PAK and to enter PAK to install the license. All information will be on single portal and customer can view and manage all its devices in their infrastructure from single place by entering company identifier (smart account).

They will have a complete view of what they have bought. There will be no more PAK registration, no node locked, its company specific and can use on multiple compatible devices.

- Complete View**  
Software, services, and devices at one easy-to-use portal.
- Easy Registration**  
No PAKs. Easy activation. Device is ready to use.
- Company Specific**  
Flexible licensing. Use across devices.
- Unlocked**  
Add users and licenses as needed.

## How it works, Deployment Models



1. Customer Place an order on Cisco Commerce and they associate the order with smart account, this information is populated on Smart Software Manager which reside on [cisco.com](http://cisco.com). Now they have complete view on what they have ordered and purchases.
2. The product that have smart licensing enabled (via CLI or GUI), will register to CSSM, they will report license consumption to CSSM. Two models are there to report the usage:
  1. Direct Model - Customer Licensing information is where security is not major concerned. Customer can use HTTPS proxy or Transport Gateway to allow devices to talk to the through private network. This will become the centralized access point for CSSM, all of this is HTTPS so it will be secured.
  2. Mediated Deployment Model - This is for the customer who have security concerns. They do not want their devices to talk directly to [Cisco.com](http://cisco.com) from their private network. They can install CSSM Satellite on a VM which will reside on customer premises and act as CSSM. It can be synchronized with CSSM on [cisco.com](http://cisco.com) monthly or weekly or totally disconnected. For completely disconnected customer who don't have internet connection from their network, they can do file upload and download. We need to have the synchronization to know the entitlement, recommendation is to do the syn in 30 days.

## Smart Account and Virtual Account

Cisco Smart Accounts is a new, time-saving method of customer or partner-managed software license asset management. Through an account on the [cisco.com](http://cisco.com) website, it lets you view and control access to all of your Cisco software licenses and entitlements across your organization

After you set up a Smart Account, you have the flexibility to create sub accounts (virtual accounts) to help manage your licenses for departments, areas, or locations within your organization. Licenses can be pooled within virtual accounts as needed.

For more information on Smart Account and Virtual Account please refer to [Smart Account And Virtual Accounts](#) and learn more on it.

## Cisco Smart Software Manager

Its the single portal for customers to view their licenses and entitlements. For more information please refer to [Cisco Smart Software Manager](#).

## Cisco Smart Software Manager Satellite

For customers who, either for policy or network reachability reasons, do not want to manage their Cisco products directly using Cisco Smart Software Manager residing at [software.cisco.com](http://software.cisco.com), they can choose to install Cisco Smart Software Manager satellite on-premises. Devices or software product are registered and report license consumption to the Smart Software Manager satellite as though it were a replicate of the Cisco Smart Software Manager hosted within the customers premises.

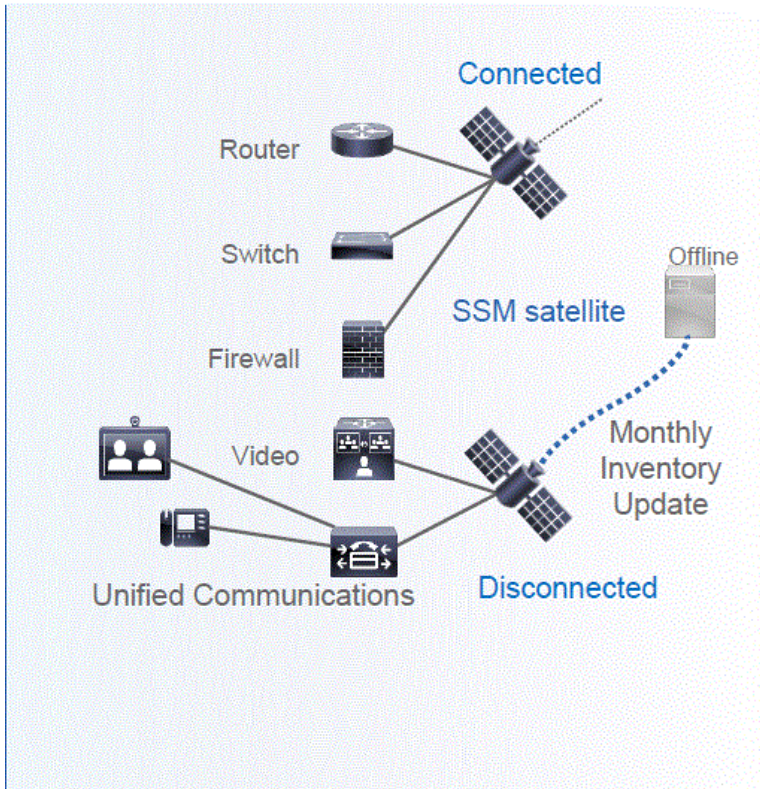
## Satellite Deployment Models

### Connected

It is easier deployment of Satellite. Used when there is direct connectivity from Satellite to [Cisco.com](http://cisco.com). Smart Account Synchronization happens automatically though its optional.

## Disconnected

Used when there is NO direct connectivity from Satellite to Cisco.com. Smart Account Synchronization must be done using file upload and download manually.



For more information on Satellite please refer to Cisco Smart Account Manager Satellite [CSSM Satellite](#).

## Smart Licensing Overview Recording

You are recommended to listen to this recording by SL team on Smart Licensing Overview.

[Smart Licensing Overview Recording](#)

## Demos on UCM with Smart Licensing

For feature demo recordings, please refer [Smart Licensing Demos for UCM 12.0](#). You can refer Demo No:3

## Testing Smart Licensing in UCM

For Testing details, please refer [Testing Smart Licensing in 12.0](#)

## Documentation

[https://www-author.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/rel\\_notes/12\\_0\\_1/smart\\_licensing\\_eft/cucm\\_b\\_smart-licensing-documentation-for-eft-1201.html](https://www-author.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/rel_notes/12_0_1/smart_licensing_eft/cucm_b_smart-licensing-documentation-for-eft-1201.html)

Note: This is in final review state. We will post the final document links once it is available.

## Cisco Smart License Manager service

Cisco Smart License Manager service is a network service running only on CUCM publisher. Since this is a network service, it will be running all the time and cannot be started or stopped from UI or CLI.

Since there is no service running on subscriber, none of the smart licensing operations can be done from the sub. The CLI commands also do not provide any output on sub,

## RTMT Alerts and Alarms in UCM

Please refer [Smart Licensing Alarms and Alerts in UCM](#)

## Smart licensing states in UCM

Please refer [Smart Licensing states in UCM](#)

## CLI Commands

Please refer [CLI for Smart Licensing](#)

## Migration and Upgrade

Please refer [Migration and Upgrade of UCM to 12.0](#)

## FAQs

Please refer [FAQs](#)

Note: We will keep updating this page for FAQs