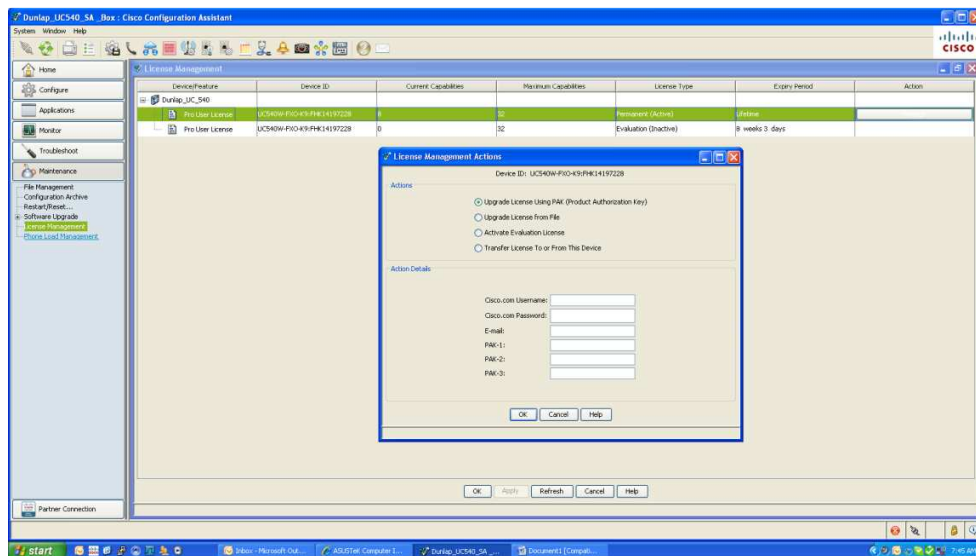


Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs



LAB

UC 540/560 License Installation

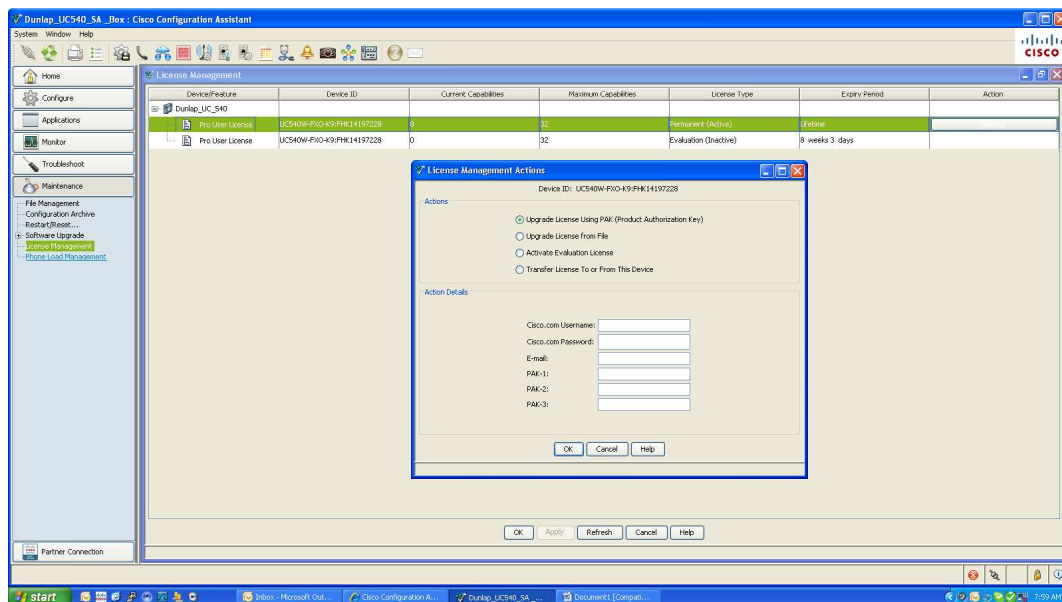
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Overview

The UC540 platform ships from the factory with 8 permanent licenses installed and active. The UC560 platform ships with 16 permanent licenses installed and active. These factory-installed licenses cannot be transferred, revoked, or modified.

The maximum number of user licenses for the UC540 platform is 32. For the UC560, the maximum number of user licenses is 104. Additional licenses can be added in sets of 8 using a Product Authorization Key (PAK) or added through a license file. If the maximum numbers of licenses are already installed, the upgrade license from a PAK and install license options are disabled.

The configuration fields displayed in this window vary, depending on the license management action you choose.



Information Required

You will need the following information for the license install.

1. A valid PAK or Product Authorization Key from your local distributor.
2. Valid CCOID
3. CCOID Password
4. Internet access to the UC500
5. Email address the PAK was tied to

Upgrade License Using a PAK (Product Authorization Key)

Choose the **Upgrade License Using PAK (Product Authorization Key)** option if you want to install additional licenses using a PAK. This option is unavailable if the maximum number of licenses is already installed.

The SWIFT (Software Infrastructure and Fulfillment Technology) database is contacted and updated when licenses are upgraded.

To install an upgrade license using a PAK, follow these steps.

1. In the **Actions** section of the window, choose **Upgrade License Using a PAK (Product Authorization Key)**.

The Device ID at the top of the window displays the unique ID for this UC540 device.

2. In the **Action Details** section of the window, complete settings as described below.

Settings	Description
Cisco.com User	Enter your Cisco.com user ID.
Cisco.com Password	Enter your Cisco.com password.
Email Address	Enter a valid email address. This is the address to which notification emails from SWIFT are sent.
Number of PAK to install	Select the number of PAKs (Product Authorization Keys) to install from the drop-down list; from 1 to 3 for the UC540 or from 1 to 8 for the UC560.
PAK-1 to PAK-3 (UC540) PAK-1 to PAK-8 (UC560)	Enter the Product Authorization Key for each license to be installed.

3. Click **OK** to close the License Management Actions window and return to the License Management window.

License Management Actions

Device ID: UC540W-FXO-K9:FHK14197228

Actions

- ☒ Upgrade License Using PAK (Product Authorization Key)
- ☐ Upgrade License from File
- ☐ Activate Evaluation License
- ☐ Transfer License To or From This Device

Action Details

Cisco.com Username:

Cisco.com Password:

E-mail:

PAK-1:

PAK-2:

PAK-3:

OK Cancel Help

Transfer License To or From This Device

Choose **Transfer License to or From This Device** if you want to:

- Revoke and remove licenses from this UC540 or UC560 device and save them to a file, or
- Transfer previously saved licenses to another UC540 or UC560 device.

When you remove licenses from a UC540 or UC560:

- The licenses are stored in a file on the PC running Configuration Assistant.
- The location is displayed in the License Management Actions window.

When you transfer the license to a different UC540 or UC560 make sure that file is present on the PC running Configuration Assistant. Use the same PC to remove and transfer the licenses or copy the saved license file to same location on the PC to be used for the license transfer.

The SWIFT (Software Infrastructure and Fulfillment Technology) database is contacted and updated when licenses are revoked and transferred.

To remove licenses from one UC540 or UC560 for transfer to another UC540 or UC560, follow these steps.

1. In the **Actions** section of the License Management Actions window, choose **Transfer License To or From This Device**.
2. In the **Action Details** section of the window, complete settings as described below.

Settings	Description
Cisco.com Username	Enter your Cisco.com user ID.
Cisco.com Password	Enter your Cisco.com password.
Email Address	Enter a valid email address. This is the address to which notification emails from SWIFT (Software Infrastructure and Fulfillment Technology) are sent.
Transfer Type	Choose Remove License and Save for Transfer .

3. When you click **OK**, the system connects to the SWIFT database and revokes the license. The license is removed from the UC540 or UC560 and saved to a file on the PC running Configuration Assistant.

The location of the file on the local PC is displayed in the License Management Actions window.

Device ID: UC540W-FXO-K9:FHK14197228

Actions

- ☐ Upgrade License Using PAK (Product Authorization Key)
- ☐ Upgrade License from File
- ☐ Activate Evaluation License
- ☒ Transfer License To or From This Device

Action Details

Cisco.com Username:

Cisco.com Password:

E-mail:

Transfer Type:

- ☒ Remove License and Save for Transfer
- ☐ Transfer Previously Saved License

Discovered Licenses:

OK Cancel Help

Original value: Upgrade License Using PAK (Product Authorization Key)

To install a previously saved license transferred from another UC540 or UC560, follow these steps.

1. In the **Actions** section of the window, choose **Transfer License To or From This Device**.
2. In the **Action Details** section of the window, complete settings as described below.

Settings	Description
Cisco.com Username	Enter your Cisco.com user ID.
Cisco.com Password	Enter your Cisco.com password.
Transfer Type	Choose Transfer Previously Saved License . Choose the license to install from the Discovered Licenses drop-down list menu. When discovering licenses, Configuration Assistant looks only in the location in which the license was previously saved.

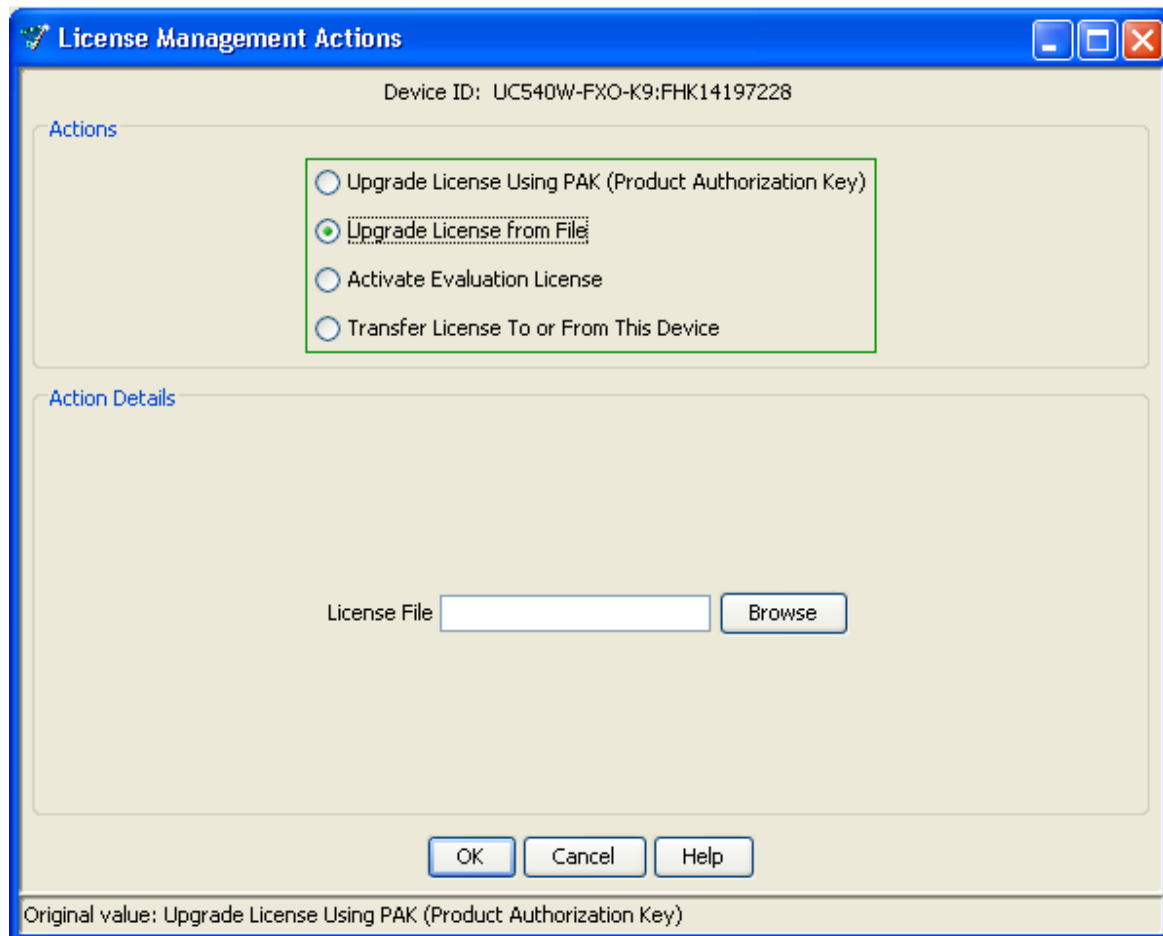
3. Click **OK** to install the license and close the License Management Actions window. You are returned to the License Management window.

Install License from File

Choose **Install License File** if you want to manually install a license using a license file.

To install a license from a file, follow these steps.

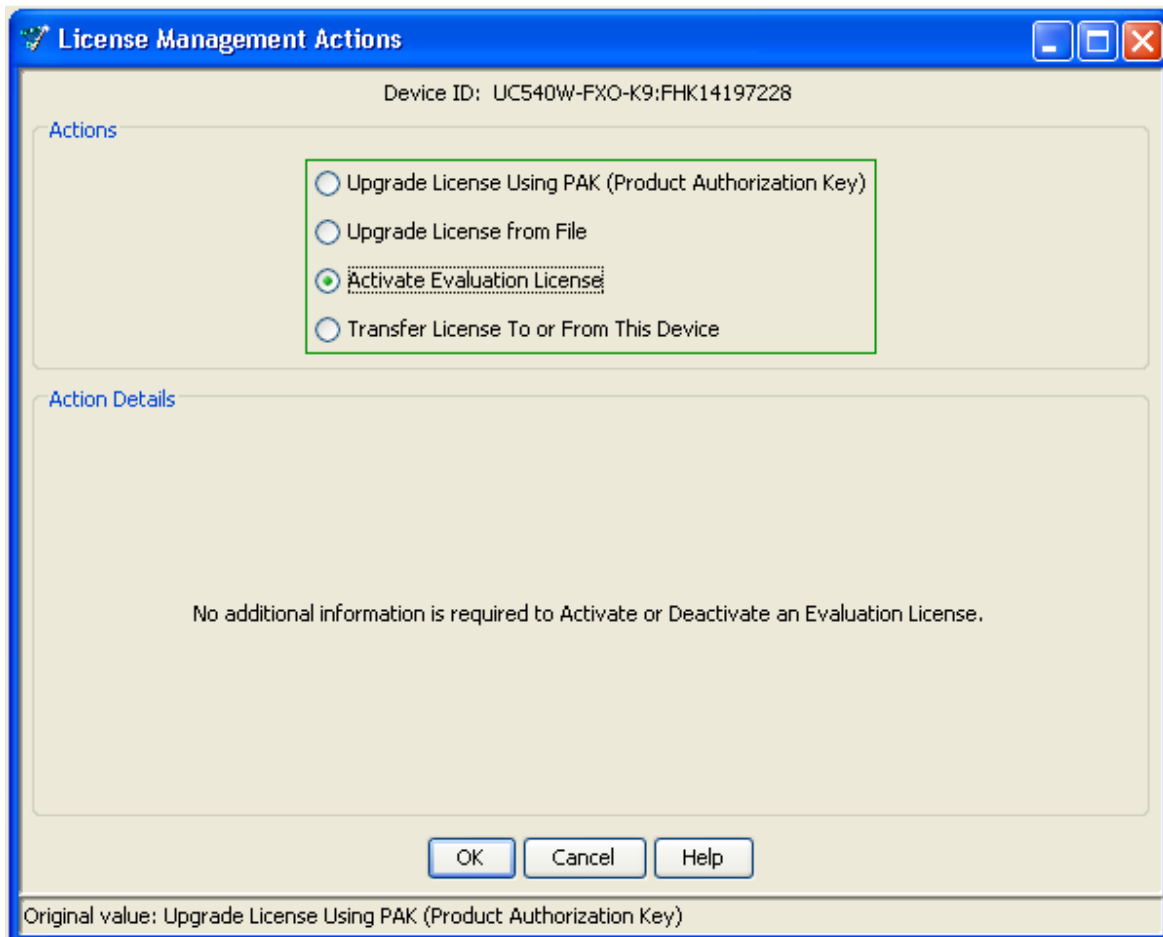
1. In the **Actions** section of the window, choose **Install License from File**.
2. In the **Action Details** section of the window, click **Browse** and locate the license file to install, and then click **OK**.
3. Click **Apply** or **OK** to install the license and close the License Management Actions window.



The image shows a Windows-style dialog box titled "License Management Actions". At the top, it displays "Device ID: UC540W-FXO-K9:FHK14197228". The dialog is divided into two main sections: "Actions" and "Action Details". In the "Actions" section, there are four radio button options: "Upgrade License Using PAK (Product Authorization Key)", "Upgrade License from File" (which is selected and highlighted with a green dashed box), "Activate Evaluation License", and "Transfer License To or From This Device". The "Action Details" section contains a "License File" text input field followed by a "Browse" button. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help". A status bar at the very bottom indicates the "Original value: Upgrade License Using PAK (Product Authorization Key)".

Activate or Deactivate Evaluation License

To activate or deactivate a license choose **Activate Evaluation License** or **Deactivate Evaluation License**, and then click **OK**. No other information is required. The timer value of the temporary license file is 8 weeks and 4 days, this timer does not reset and may be used when you are staging your phones before an install or have not received the PAK ID's from your distributor. **Remember that once the temporary license timer has expired, you are unable to reset this back to the original value.**



Examples of valid email for a PAK ID from a distributor

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Your Cisco Unified Communications Software Subscription ("Subscription") entitles you to receive application software releases that provide major architectural changes or major feature enhancements or functionality ("Upgrades") for the term of the Subscription, provided you have a current Cisco Unified Communications Operate Service contract, and that you have purchased a valid license for the application software covered under your Subscription. Your Subscription term will start 90 days from the date Cisco sends you this Subscription document or from the start date of the current Cisco Unified Communications Operate Service contract, whichever is earlier. To get Upgrades, you must complete the registration and activation processes outlined below and have a valid current Cisco Unified Communications Operate Service contract. To register for your Subscription and begin the activation process, log on to the site below and provide the required information, some of which will be printed on this document. After registration, please retain this document with your Subscription records. This information may be required by the Cisco Technical Assistance Center for technical support. <http://www.cisco.com/go/license>

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Product Description Entitlement

L-UC-PRO-8U= EDelivery of PAK for 8 Phone and Voicemail License 1 qty

Product Authorization Key: 1161JXXX5A4

SO#: 50XX6117 - Line#: 1 - Ship Set: 1

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90-0093-01A0

Email Notification

You may receive an email that includes a PDF file that has your PAK ID; this may include more than one PAK, depending on how many licenses you ordered. Remember that the license limitations on your UC540/560.

From: licensing (mailer list)
Sent: Friday, January 07, 2011 6:11 PM
To: XXXXXX email address that PAK was sent to XXXXXX
Subject: L-UC-PRO-8U= Register your PAK

DO NOT DISCARD THIS EMAIL.

You have received this email because your email address was provided to Cisco Systems Technical Assistance Center due to problems you encountered with your registration for a software license key/file. Please read this email carefully and forward it with any attachments to the proper system administrator if you are not the correct person.

Below you will find a corrected Product Authorization Key (PAK) that will allow you to successfully register for and receive a license key/file for your purchase. You will need to use the corrected PAK number below; instead of the PAK number you may have received with your physical shipment. Additionally, you should keep a copy of this email with your software product for future reference.

Product Name : L-UC-PRO-8U=
Product Qty : 1
Product Authorization Key: FXPAKXXX22B
SR# : NA
Sales Order : NA

Please log in to the following web site to complete your registration and receive your license key/file.

<http://www.cisco.com/go/license>

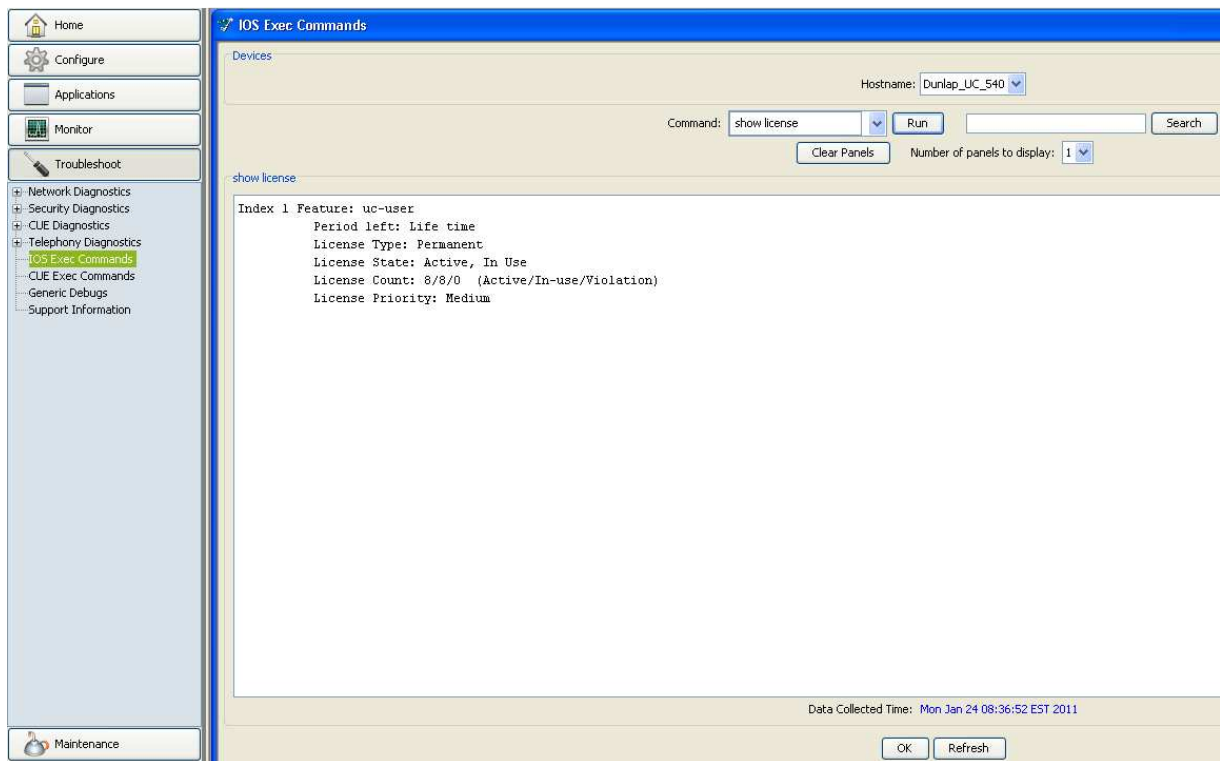
We apologize for any inconvenience this delay has caused you.

Example of a license file

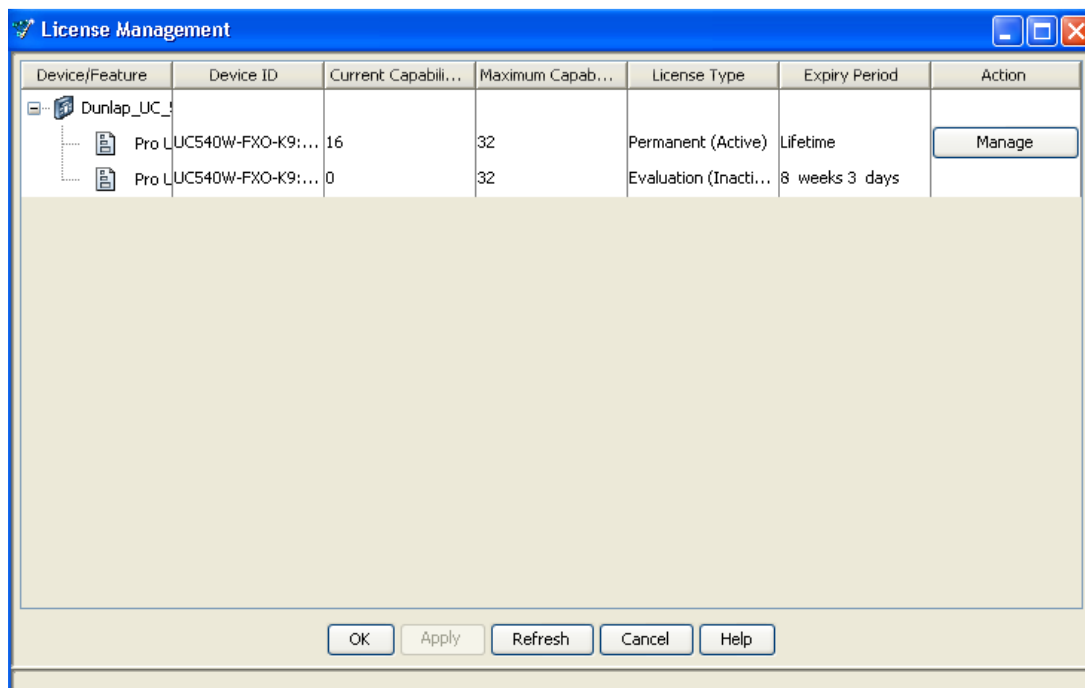
Typically is a ZIP file that is generated when you submit it. Notice the highlighted parts. This shows what the unit currently has and what it will have after the file is added to the UC500.

```
<?xml version="1.0" encoding="UTF-8"?><CISCO_WT_ARTIFACTS version="1.0"><CISCO_WT_LICENSE
version="1.0"><FEATURE_NAME>uc-user</FEATURE_NAME><FEATURE_VERSION>1.0</FEATURE_VERSION><UDI><PID>UC540W-
FXO-K9</PID><SN>FHK14197228</SN></UDI><SOURCE>Cisco HQ</SOURCE><CREATE_DATE>2011-01-
19T18:48:43</CREATE_DATE><LICENSE_LINE_HASH
hashAlgo="SHA1">zEf20vQauSN3ELn1vILpegraJtg=</LICENSE_LINE_HASH><TYPE>PERMANENT</TYPE><COUNT>16</COUNT><LIC
ENSE_LINE><![CDATA[11 uc-user 1.0 LONG NORMAL STANDALONE EXCL 16 KEYS INFINITE KEYS NEVER NEVER NiL
SLM_CODE CL_ND_LCK NiL *1H9SS7SP3DEWVFM400 NiL NiL NiL 5_MINS <UDI><PID>UC540W-FXO-
K9</PID><SN>FHK14197228</SN></UDI>
pRoDYLMvmrfKpTtC.,0fuPcXLJna7MuogGi0qGLzLQk:s:LiYHpRIstPesV0wNfR8pCcwKIS6kpOh0IPagPy3ISb,vMJJH1jZx:8eC3mCLDW,w
z52ygoAdi1aCEMxL8fU$<WLC>AQEBIf8B//8HnPJWTPY+7NwR3n/Tw0oyygJ0pzbVovbv6SBbQdjpEeHWNgbNjmYkuOu+EHIFHebPkGl
ARtYd1UQO7GJ3KnufZ9oZ6JdFniDf5HrQ8DrXdpCz5RgZE+y8fbN200xiXA5cB3fwcJqoPIFZm2HmD1qFfsyTAzuio66t6Xk5y8xo1lbVhvoh/FZf
y5iRY3oE=</WLC>]]</LICENSE_LINE><USER_MODIFIABLE_COMMENT fieldRestrictions="Max 99 ASCII characters in
length."></USER_MODIFIABLE_COMMENT></CISCO_WT_LICENSE>
</CISCO_WT_ARTIFACTS>
```

Verify



This should show the license (License Count: 16/16/0 (Active/In-use/Violation) count you are looking for, if you have any issues, please contact the SBSC @ 1-866-606-1866 and open a case to help resolve the issue.



License Management

To manage licenses, choose **Maintenance > License Management** from the feature bar.

License management options differ between UC520 and UC540 platforms. These options are discussed in more detail in these sections:

Cisco Software Licensing is supported on the UC500 Series platforms so that they can be modified in the field. For example, a system licensed for 8 users that physically supports 16 users can be upgraded to a 16-user license. Licenses can also be downgraded.

IP phones are registered, based on the availability of a license for each phone. On UC520 platforms, when a system license is downgraded due to license expiration or by configuration by the user and the number of registered phones exceeds the user license count, the system reloads.

These software licensing features are available:

- For the UC520 platform, evaluation, extension, permanent, and grace- period licenses are supported.
- For UC540 and UC560 platform, evaluation and permanent licenses are supported. The UC540 and UC560 platforms support PAK (Product Authorization Key) license upgrades.
- Installation and expiration events are managed by the licensing infrastructure.

License Types ▼

Configuration Assistant supports four types of licenses, which are described in this section.

License Type	Description
Evaluation License	<p>Evaluation licenses are non-node locked metered licenses that are bundled with a Cisco IOS image and valid for a limited period of time. The license is used only when there is no permanent, extension, or grace-period licenses for a feature. You must accept the EULA (End User License Agreement) before using this license.</p> <p>Every time you connect to or refresh the network, Configuration Assistant notifies you of the status of a temporary license by using the Event Notification window. You are also notified if the license for any feature expires within 10 days or less, and the system recommends that you install a permanent license.</p>
Permanent License	<p>Permanent licenses are node-locked licenses with no associated usage period, issued through the Cisco licensing portal. For UC520 platforms, you must accept the EULA as part of the installation of the license.</p>
Extension License	<p>UC520 only. Extension licenses are node-locked metered licenses, issued through the Cisco licensing portal. For UC520 platforms, you must accept the EULA as part of the installation of the license.</p>
Grace-Period License	<p>UC520 only. Grace-period licenses are node-locked metered licenses, issued through the Cisco licensing portal as part of the permission ticket to rehost a license. These licenses are installed on the device as part of the rehost operation. You must accept the EULA as part of the rehost operation for this type of license.</p>

UC520 License Management ▼

To view license information or install a license, choose **Maintenance > License Management** on the feature bar.

This table lists and describes UC520 licenses information displayed in this window.

Setting	Description
Device/Feature	Displays available devices and currently installed user licenses.
Device ID	Read-only. Displays the unique device identifier for the UC520. For example: UC520W-FXO-K9:FFH104001MR.
Current Capabilities	Current number of user licenses installed on this UC520.
Maximum Capabilities	Maximum number of user licenses supported for this UC520 SKU.
License Type	License can be permanent, evaluation, extension, or grace period.
Expiry Period	For permanent licenses, Lifetime is always displayed for the Expiry period. For evaluation Licenses, the Expiry Period is the amount of time remaining until the evaluation license expires.
Action	Available options include None or Select License File .

To install an **evaluation** license, follow these steps:

1. In the License Management window, click on the UC500 device for which you want to view or install the evaluation license.
2. From the Action list for the device, select **Evaluation License**.
3. Click **Apply** or **OK** to install the licenses. The related fields are updated.

To install a **permanent** or an **extension** license, follow these steps:

1. From the Action list for the device, choose **Select License File**. The Upload License File dialog appears.
2. Click **Browse** to navigate to the location of the license file, and then click **OK**. See [Upload License File](#).

To cancel a license upgrade, click **Cancel** before you click **Apply** or **OK**. The installation is canceled, and the original license status appears.

3. Click **Apply** or **OK** to install the license. The related fields are updated.

When the licenses are successfully installed, the Capabilities column updates to reflect the additional licenses.

UC540 and UC560 License Management ▼

Software licensing on the UC540 and UC560 platforms supports the Software PAK (Product Authorization Key) mechanism for license upgrades. For details, see the next section, [License Management Actions](#).

This table lists and describes UC540 licenses information displayed in this window.

Setting	Description
Device/Feature	Displays available devices and currently installed licenses. UC540 and UC560 device licenses are listed as Pro User License.
Device ID	Read-only. Displays the unique device identifier for the UC540 or UC560 device. For example: UC540W-FXO-K9:FFH104001MR.
Current Capabilities	Current number of licenses installed on this UC540 or UC560.
Maximum Capabilities	Maximum number of licenses supported. For the UC540, this is 32. The UC560 supports up to 104 user licenses.
License Type	For the UC540 and UC560, this can be Permanent or Evaluation. Licenses can be either Active or Inactive.
Expiry Period	For permanent licenses, Lifetime is always displayed for the Expiry period. For evaluation Licenses, the Expiry Period is the amount of time remaining until the evaluation license expires.
Action	For active licenses, click Manage to open the License Management Details window, where you can install, upgrade, transfer, activate, and deactivate licenses. See License Management Actions .