Unified Communications Software Subscription (UCSS) FAQ

What is UCSS? Is it a user license? Does it cover software support?

UCSS is a product. When Activated to an ESW service contract on the corresponding software products UCSS provides the customer with major release upgrades over a 1-, 2-, or 3-year term. A major release includes new features.

When should my customer order UCSS?

Ideally, at the time the customer purchases licenses. The customer has only 90 days after purchasing licenses to order UCSS if it's not ordered at the time of purchase. Additionally, the Essential Operate Service should be ordered at the same time as UCSS.

To purchase a Cisco Unified Communications Software Subscription, you must:

- Purchase Cisco Unified Communications Operate Services (any version of Essential Operate or Select Operate)
- Make your purchase within 90 days of an initial system software acquisition, such as your first server software in a Cisco Unified CallManager 5.0 cluster (does not apply to expansions within a single cluster)
- Purchase your subscription within 90 days of purchasing a major release upgrade
- Contact Center Enterprise related products must re-purchase licenses at the new release level of the UCSS subscription if not purchased within 90 days of the software acquisition at the renewal point of a Cisco Software Application Support plus Upgrades (SASU) contract
- At the renewal point of a Unified Communications Software Subscription

What happens if my customer adds more users?

Additional UCSS and ESW should be added.

Do discounts apply for partners?

Yes. UCSS is a product, and discounts such as VIP and OIP apply.

How do I determine the number of users for CUCM?

To determine the number of users for CUCM, do the following:

1. Count the number of users (people) that are administered in the Unified Communications Manager (CallManager).

- Multiple endpoints for a single user are counted as one (1) UCSS/Unified Workspace Licensing user.

2. Add in all Public Space Devices as defined in the following list:

- Conference room phones
- Lobby phones
- Kitchen phones
- Fax machines/other analog devices connected to UCM
- Hallway phones
- Quiet room phones
- Manufacturing floor phones
- Guest room phones (hospitals, hotels, cruise ships, etc.)
- ATA's, VG224s and similar devices count as users

How do I determine the number of users for applications?

The number of users maps directly to the number of user (Users, Agents, Ports, etc) licenses sold.

What about Presence server?

Every presence-enabled person is counted as a user for UCSS.

What will my customer receive when they order UCSS?

A Product Activation Key for each high-level part number for a configured UCSS product ordered. If spare parts are ordered a product activation key will be delivered for each line item.

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For example:

Customer has 250 CCX Enhanced Agents

Partner X orders UCSS as spares in the QTY 250 of UCSS-CCX-E-1-1 (This means the customer
gets 250 PAK numbers to register.)

What should be ordered is UCSS as a configured product:
 QTY 1 - UCSS-CCX
 QTY 5 - UCSS-CCX-1-50
(Ordering this way would result in the customer receiving one PAK to register.)
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Where are my customer's licenses?

There are no licenses. The customer will receive only a Product Activation key.

Are there prerequisites for UCSS?

The Essential Operate Service contract on the corresponding software products is the prerequisite for UCSS.

Can I upgrade from standard users to premium users with UCSS?

No. UCSS is not licensing. This has to be done by purchasing new migration software.

What applications does UCSS cover?

Product Name	Top Level SKU
Cisco Unified Communications Manager	UCSS-UCM
Cisco Unified Contact Center Enterprise	UCSS-CCE
Cisco Unified Contact Center Express	UCSS-CCX
Cisco Unified MeetingPlace	UCSS-MP
Cisco Unified MeetingPlace Express	UCSS-MPE
Cisco Unified MeetingPlace Express VT	UCSS-MPE
Cisco Unity	UCSS-UNITY
Cisco Unity Connection	UCSS-UNITYCN
Cisco Unified Contact Center Hosted	UCSS-CCH
Cisco Unified Communication Manager Business Edition	UCSS-CUCM-BE
Cisco Unified Presence Server	UCSS-UPS
Cisco Unified Mobility Manager	No Top Level SKU
Cisco Unified Personal Communicator	UCSS-UPC
Cisco Emergency Responder	UCSS-ER
Customer Voice Portal & Customer Voice Portal Audium (CVPAD)	UCSS-CVP
Cisco Intelligent Contact Management Enterprise	UCSS-ICME
Cisco Intelligent Contact Management Hosted	UCSS-ICMH
Cisco IP Interactive Voice Response (IP IVR)	UCSS-IPIVR
Cisco Unified Application Server	UCSS-UAS
Cisco Unified Media Engine	UCSS-UME
Cisco Unified Attendant Console	No Top Level SKU
Cisco Unified Workspace Licensing	UCSS-UWL
Cisco Unified Mobile Communicator	No Top Level SKU

Where can my customer download major updates?

Major updates are sent out on a CD. To order CDs, use the Product Upgrade Tool by entering the ESW contract umber.

If the upgrade needed is related to Contact Center Enterprise use to

https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861

(See instructions below.)

How do I get a quote for UCSS?

Anyone needing assistance creating a quote for UCSS should submit their bill of materials or output from the CSCC to ucss-support@external.cisco.com. Please provide the subscription length you would like quoted.

What information is needed to request a quote for Unified Communications Manager?
You need to provide the number of users in each Unified Communications Manager cluster.

What is the ordering process for UCSS?

The process for ordering UCSS is:
1. UCSS is ordered as a product in product ordering tools.
2. The order is received by Manufacturing at Cisco.
3. Manufacturing ships a Product Activation Key (PAK) to the Ship To address on the order (takes about two weeks to ship).

How do I activate UCSS?
1. Once the UCSS PAK is received, it needs to be activated by going to www.cisco.com/go/license. This web site generates an e-mail that goes to the UCSS support team. **(NO license file will ever be generated for UCSS.)**
2. The Operate Services contract provided will be verified to confirm the appropriate users are covered.
3. UCSS support team requests that the UCSS high level part number line be associated/linked to the Service contract.
4. The UCSS support team confirms that it was linked appropriately and sends an e-mail to the e-mail addresses on the completed registration stating that the activation is complete

The email from the UCSS support team provides the ESW Contract number, PAK #, UCSS products, and number of users. (Steps 2 through 4 can take up to 7 days)

How does my customer order major software upgrades?
Once the customer receives the e-mail from the UCSS Support Team that the activation is completed, for most products:
1. Go to the Product Upgrade Tool: http://tools.cisco.com/gct/Upgrade/jsp/index.jsp
2. Enter the ESW service contract number.
3. Select the upgrade product from your list of upgrades available.
4. Submit an order for upgrade. (There is no charge for the upgrade, but possible local taxes/tariffs might apply.)
5. The physical media and PAK are shipped to the Ship To address (takes about 5 to 15 days to ship).

6. The upgrade PAK needs to be registered by the recipient at www.cisco.com/go/license and software upgrade licenses are then generated an emailed to the registrant.

If the application is for Contact Center Enterprise:

1. Go to https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861 to order the upgrade.
2. Follow similar steps as above.

What if I still need help?

The UCSS team is available for assistance 9 to 5 Monday through Friday Pacific Standard Time. Please contact them by e-mailing: ucss-support@external.cisco.com